

NEWS IN BRIEF

IDPM micro club plan

manufacturers of the Pet com-

new premises, the IDPM is now on the Iclephone: 01-240 3304/5,

Scientific move

MORE effective communication By Donald Kannett with IBM head office at Portsmonth and the IBM development lohorntory at Hursley, near Winchester, is the renson given by IBM for a decision to move its Scientific Centre from Peterlee, County Durham, to Winchester. The centre carries out research work in areas that include relational databases.

DIGITAL transmission specialist Universal Date Systems, of Huntsville, Alabama, is to be bought by Motorola Inc. for about \$22 million of Motorola common stock. Sales by Univer-

all-British manufacturer of inkof data sources.

FOLLOWING the decision by the Institute of Data Processing Management to establish a microeomputer specialist group (CW, October 26), the IDPM is planning to set up a Micro Business Users Club. The auggestion has come from Commodore,

Following its recent move to in the US

Takeovor

ssi Data in 1977 were \$5.7 million, and are nearly \$10 million for the first nine months of this year. The agreement is subject to approval by the Universal Data stockholders in December.

£10.000 prize

TECHNICAL Development Capitni's 1978 innovator Award to the user at 1,200 bps and at only 79 bps in the apposite direction tempage selection and hos gone to Donino Printing Sciences of Cambridge, the first measages. A video terminal with twa-way 1,200 bps capability dass not qualify for exemption. jet printers. The £10,000 nward is for the micro-based Unijet printer, which can use a variety

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A MEMBER OF THE CHANFIELD GROUP OF COMPANIES

IBM seeks to curb overlaps in its own divisions

from the company's Data Processing and Products' office system 6. Generol Systems divisions strive at the same Chniman Frank Cary told stock analysts tions to his problems.

Product announcements over the past extent competitive. two years have led to major overlaps between systems from the two divisions.

offered by DP division. Since the announce- strengths."

Wiewdata the

exception

THE Post Office will now permit

the ettechment of video ter-minals with integral moderns to its telephone lines for viewdets

connections, but other data sommunications uses still

Viewdets hed been mede a special exception to the "no integral modem" rule to allow televialen menufecturere to produce a single compect devices a loss compect devices and loss compect device

vice et low coat, in arder to enable it ta reach a messmarket.

Tha definition hinges on the fect

thet viewdats information goes out from the Prostel camputer

that's the principal reason we want parallel The GSD series i minicomputer offers product development in our systems. There product should be bid. considerably more flexibility in SNA networks that the approach improves works than the traditional solution tems, but each product has unique the odds in favour of IBM winning business.

new System 38 are competitive with the operative marketing between DP and GSD wings if the customer scents to waver.

partners (CW, June 22).

dog, the Federal Communics-

tions Commission, is currently

studying a variety of proposals.
Texas instruments is currently working with the KSL TV station in Salt Lake City, Utah,

on a test home information ser-

vice similar to Ceefax and Or-

acle. Future plans include a vic-

wdath service. Coupled with Tl's planned en-

try Into the home computer

market (CW. August 24), this

provides backing to n recent prediction (CW, October 12)

that companies like TI and IBM

will come to dominate the Inter-

grated Video Terminal murkat

for integrated home video/TV/

GTE has been working for

sbout two years on an ex-

perimental home information

system that, like Prestel, would

hook up with a number of com-

puters in different locations and

slso have its own built-in micro-

processor for local educational

and entertainment functions.

possible partner of insac in the

Computer Weekly it would be s month or so before a definite

deal was announced but a

short-list of companies had been

strived at and Insac was likely

to find a partner, or possibly

more than one, to launch a aer-

Prestei is to be demonstrated

to Russian officials in Moscow

Computerview - page 2.

77 Chancery Lane, London WC2 : [el: 01-405 8238, Telex 268344

vice next year.

STEPS have been taken by iBM to minimise the number of occasions when salesmen processing alternative, the 3730, to Office but that it would take place in IBM offices. not at the customer site.

"If there is contention between sales customer site proposing alternative solu- in San Francisco last week that products forces in the branch offices, then there is an such as System 38 and 8100 were to some escalation procedure." This involves going up to the branch manager, and possibly on "IBM's customers want alternatives, and to the two regional managers and even Rodgers himself to get a decision on which

In general it appears that only one solution ment of the 8100, DP again has the edge, but Marketing vice-president Francis to a customer's problems will be bid, but in some applications GSD's System 34 and Rodgers explained IBM's pulicy of co-there will be an alternative waiting in the



And so to bed

WHAT, you may well oak, are these levely young ladies from RTZ

Computer Services doing with a bed on wheels?
The enawer is that they are among the entrants to one of the biggest events in the UK sporting celendar, the Great Bed Rince organised by the Chew Vellay Round Table, in Somerest.
This is the tirst year that RTZ women have entered the race, and

feminist functics will be dismoyed to learn that they took two hours to cover the 10 mile course, compared with less than 1 ½ hours token by the two male teams entered by RTZ. It was all in a good couse - the Cencer and Louheamia in Children

Truet — end the RTZ teams related £950 between them out at the £12,000 grand total chalked up by the 129 teams that entered.

Major change

DESPITE its nutright rejection of the US government's proposal to merge STC with Plessey (CW, GTE has been suggested as a November 9), ITT appears to acknowledge that a major change is likely to hoppen to A spokesman for Insae told STC, ITT's UK-based subsidiary

ITT has already put on the public market a 14 per cent holding in SEL, its West Germon subsidisry (CWI, May 5, 1977), and has indicoted that it might be prepared to make a similar move in the UK with STC. Another possibility is that the NEB may seek a stake in STC, perhaps as part of a restructuring of the UK electronics and telecommunications industries.



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Remote Computing WM/CMS plus

BIDDING for a stake in the bur-

geoning office automation and

commercial data processing

markets, GEC has launched an

agreed \$100 million bid for office

products manufacturer A. B.

Dick of Chicsgo, and this week adds o commercial line to its

4000 series of minicomputers.

GEC plans a marriage of its own

microelectronics, telecommunications and computer

technology with Dick's duplica-

iors, copiers, word processors and ink-jet printers.

Privacy report soon

THE report of the Data Protec-

tion Control tree is expected to be

published within the next two

weeks, Although the Queen's

Speech did not mention a Data Protection Bill, it is understood

that the government might still

consider the possibility of such a

Bill during the current Parlla-

Relaxing embargoes

SIGNIFICANT relaxation of the

Briefing GEC bids for

Terminal Dio ய் Systems Ltd

10 fill the marketing gap in clusure of several of But offices (CW, August 24), KLE is negoliating a coast-to-ea calership strangement sa TRW's service division uc's vhich the latter will become largest single marketing (c) in the US for ICL's Systemia nsiness computers and B erminals.

1RW olresdy production Singer products in the list cluding ones newly soldfyll TRW acquired the rights.
US base of System is machines before ICL bout? international operation: Singer Business Machon: later the US manufacturity markeling operation for 1500 line. ICL marten? former Singer producte; of offices in San Francisco cago, Washington att York, and also sells their :

in the New York area System Ten users & connected in custome." ender one of the new 2000.

Black' actin

inct carlier this week toda

further action.

gard for sale to the Esstern bluc ACTION over the bit. and China is likely to follow the APEX members at \$50 first meeting for three years of Aerospice's Chester of: Cocom, the Co-ordinating Com-mittee on Export Controls, cur-rently being held in Parls. centre to gain recogning their union looks likely be-to other BAC branches demanagement continues to 2 its policy of recognising AUEW /Tuss as the negota union there. Following 3. day stoppage at Chesce November 2). APEX nor.

ICL talks resume

DISCUSSIONS between unions and management at iCL on the form the new self-financing productivity scheme at the company should lake, ore to resume on December 14, after a meeting planned last week fall through at the last moment.

It's Compec time

fROM Gerember 5 to 7, London's Olympie sxhibition sentra with the buzzing with ell that is new and best in peripharats, feminals, datacomms and the test of the practical computing ward. For it is Compac time test of the practical compact time the system of the test of the practical compact time the system of the practical compact time the system of t Ampuling exhibition, which is increased by Computer Weekly, sontest liffe Promotions Lone, Rasm 521, Dorset Hauso,

Chess sponsor

is to sponsor thia year's Chaings International Chass oneress - despita the heming which chess-playing computers have raceived ecently at the hands of human phonents. There had been Dubt that the Congress could bright, glosey brochures and eriest shead, owing to savere marketing words are the tools of the product selling trade. But do they provide potential users with the most relevant information in other most relevant in other most relevant in other most relevant in other most relevant in other most shead, owing to severe the holp it is definitely set for ecember 28 to January 14. Fiftigknep examines one have 'e

Ortec/Philips deal TRACER REVEALED LETTER of Intent has been

isned by Pertec and Philips
Talking of saids and merketling, this
pyer managsment of the lagae,
the leantity of Trader, which desired the leantity of Trader, which is provided a
the small business systems in
Trader's revelation, his regular.

Number 628 Thursday, November 23, 1978

A TOTAL impasse over the

Times and the Sunday Times.

The Times faces total impasse on computer system

si Union of Journalists, about

cause of a disagreement on new technology is insisting that Computer Weekly. "We welprinciples, and no chance of its members would be the only come new technology, provided introduced at The Times moat,

by NGA men. The NGA, on the stand in the way of progress,"

manning of new computer equipment is tha key factor likely to lead to the shutting down on November 30 of The main purpose of the compositors, and no chance of its members would be the only people allowed to operate the members would be the only come new technology, provided introduced at The Times most, that what has been our function up to now will always be our jobs would be eliminated. "This refers to his is a fight for survival," says union's objection to the "jour- Edmead, while agreeing that the The NGA is emphatic that it is nalistic front-snd" system fav- union will accept some reduc-

Price 18p

Talks that were to have been handing over at least part of the not against the introduction of held last week between the keyboording work hitherto done new technology. "We can't ment, in which reporters and Most of the hardware for The nai Grophicol Association, and other hand, while agreeing in Bob Edmead, deputy Imperial telephons girls type directly on to VDUs rather than on type-

If journalistic front-end were

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Unions tackle new technology internationally

AN international trade union conference last week adopted recommend aimed of providing guidelines for agreements on the introduction of new technology, including the sufeguarding of employment through negotiations for "shorter working lives" and the need for trade unions to be involved in "participative systems design" exercises "to avoid the negative effects on people's jobs of the wrong sort of computer-based technology.

Spurring the Blues

Leading netionwide recruitment consultants Compiler People Ltd, o member of the VLI group, took a stop into the big-time football arona last Saturday when they sponeored the First Division geme between Choises and Tottenhem Hotspure at Stamford Bridge.

Smiling before the geme, which they lost humilistingly 3-1, leading Chelses store joined VLI's 200 guaste to present to VLI s Chelses sponser's nimer. In return, VLI geve the Chelses players a magnum of

Chempagne.

Our photo shaws VLI meneging director Rupen Sayfield (right) receiving the mirror from (left to right) graying ex-England goal-teaper Pater "The Cat" Bonatti, Chaleas's current skipper and England ster Sutch Wilkins and Chaleas's letest signing, Duncan McKanzie.

After the geme, Sayfield menaged to maintein a balance between being "aick as a parrot" and "over the moon". For although he currently sings the Cheleas Sluss, as exclusively revealed by Chad (CW, September 7), his first First Division love was Spurs.

Premier to speak on impact of micros

THE Prime Minister will make a major speech on the Impact of Information tachnology whan he attends the next maeting of the Neddy Council on December 6 to receive a presentation from the electronics componenta

working party. stood that he will new technology, tha third of

BROCHURE PUFF

The state of the s

microelectronica, is expected to

be published early naxt year. This report is likely to include aoma of the pessimistic predictions of high unemployment effort of those who would make csused by automation, made in a lit necassary to seek permission report to the Dol.

suggast that this report has baen draw on the more positive redrafted once because it was sing.

aspects of the Acard reports on initially too negative. This is Microprocessor technology strongly denied by offloial willch, on the social impact of

MASS confrontation with the third world is a danger we risk by applying rigid regulation to tion. This was the warning given by John Eger, former head of the US President's office of

warning

Rift with

telecommunication policy.
Giving this keynote speech at the annual conference of the tslecommunication managera division of the Institute of Administrativa Mansgement in Coventry, Eger called on elecommunications managers to make their company top management aware of the impact of microelectronics technology on our economic and monatary systems, and resist the to send a massaga across a Sources close to Acard also national boundary or requira a licence to perform data procas

Turn to Page 2

keomeuner weeken

page 15

ON THE BUSES It was Spike Milligen who pointed out that, however important people might be, only a bus can grow up to be 68, in the micro world, the most popular bus number is S-100. Dr Richard Stevens explains why in close encounter of the merkst pege 12

RELATIONAL SERIES

Our populer reletionel disables series by Mex Stewart her resolved part 5, which is all shous the

ble helping this pages 14, 81

Action on staff chortages Legal — after 25 years easing pressure ph 19M Puzzier Boftwere File mer Notes Op Spot Cray 1 on bureau basis

APPOINTMENTS -PAGES 23-83

Way of life in the West

on billioh bits

bused International Federation of Commercial, Pierical and technical Employees, known as it called on the Internation FIET, the conference in Vienna took a neutral line on the in- @ Turn to page 19 trinsic desirability of computeri-

sation, but it highlighted some of the dangers posed by the new technology, atressing the likely impact it might have on famales, particularly marriad woman.

The conference concluded that "millions of jobs" were ilkely to be lost in administrativs clerics and reloted areas and trade union action was nesded to countar this, including ths vatoing of redundancies caused

Organised by the Geneva- pansion of new job opportunities in the service and

18M replacements

REPLACEMENTS for both its CICS teleprocessing monitor and IMS databose system are expected to be unnounced by IBM within the next six months, for releasa early in 1980. It is understood that the software will require application conversion and will ropreaent aven further unbundling of database by the introduction of new and TP functions from the technology and a push for ex- operating ayatem.

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MIND

majnamassa and logical constants games play a part. Role-playing lantery games War Oames et all eres. Abeliaci games, Books and Megazinas. Wrije lot FREE Catolegue to Games Cantra (CW10), 18 Hanway Street, tenden W1 (01-038 8278). Aleca et 21 Landen W1 (01-038 8278).

shortage of computing staff."

Merseyside, however, there is now a local action committee (see page 3) which aims to do something to solve that problem located of maraly being part of something to solve that problem instead of merely being part of the bellyaching chorus of computer users, manufocturers and systems houses which are finding it difficult to find suit-

the current situation: DP troining course. manogement's failure, ten years industry faced its only recession

"We descree to be penalised

And everyone involved in managing computing projects can teatify to the painfiliness of the retribution for those early

"Even if wa run quickly in training new people, demand is running four times faster,"

there was general ngreement

But the industry forgot its cessful members would fall the current "graduates only" policy

of many companies. Sanity, however, is beginning

ONCE upon a time thara waa o

daar little Fortran complier that could do nearly evarything in the ANSI standard. It could do all sorts of clever little tricks like realising that CALLIT (7H) = SIN(X) la (of course) a subrotitine call. Unfortunately, users started

to complain that this compiler quite corractly allocated four bytes to all integers, while the herdware was quita capable of handling one or two byta integers. Hence tha compiler was 'improvad' to allow IN-

eltarnetivs to INTEGER 2). Users than happily dadlered IN-TEGER*2 FRED and savad some spaca (and tima, since haif word instructions were faster);

piler proudly convorting 2HOR into a string, and declaring IN-TEGER* 'OR' ROR, getting confused by 'OR' and deciding to ignore it in the hope it would go.

The moral is that when you let your anftware grow, make sure

"IT is a crying shame that in an aren such as Merseyside with its high unemployment record there should be a desperate Shortage of computing staff."

These words of Littlewoods
DP director Mike Jarvis could be
echoed around the country. In

Manual description of Littlewoods
DP director Mike Jarvis could be
echoed around the country. In

to return. For example, this year for the first time in many years contalyst in getting the Liverproi ICL is once again accepting Alevel standard recruits, and Jur-Speaking at the meeting in vis sold that Littlewoods was Liverpool which gave birth to considering even relaxing its correctly identified the origin of trainees it accepts on to its own

Tha destruction of the myth ago, to forecast their future that it requires a graduate-level, needs, and the cut-back in maths-oriented talent to make troining which took place in the carly 70s when the computing a good business programmer or analyst could be the turning point in overcoming the current staff problem shortness.

Director-general of the Com-Alan Benjamin, who is to be of educational cutbacks, it is meeting (CW, July 14, 1977).

meeting organised, olso correctly stressed the fallure of the despite isolated examples, to inthe action committee, Jarvis current A-level minimum for stil sufficient practicol business analysis and project munagement training into computer to tackle the incul problem. courses and the fallure in science streom.

without their heing given more resources or even more severe ents being forced in other areas.

unfair to ask them suddenly to

expand one sector of education

The computing industry users, service computtles and manufacturers - most therefore shoulder some responsibility in providing additional educational and training resources. This can be done by Individually or collectively tollowing Littlewoods' example in increasing in-house training or by offering pructical fluuncial or resource assistance to educationul establishments.

Computerview exhorts other areas to follow Mcrseyside's example in estublishing a "grassroots" action committee

These grassronts movements solved by effective, co-ordinated

Jarvis pointed out. Although nobody explicitly snid so nt the Liverpool maeting, there was general pareenent. Evaluating the DP staff

recruit into the embryo industry with overell performence the data prep and control perpeople from a wide ranga of essessments and catagorians sonnel, the DPM soon finds cducation. Whore the programbackgrounds and academic such activities as delegation, himself floundering. The quolanthusiesm, willingness and Ities he may edmire in the lutest areas of motivation, self-control sundry strengths end wask. input operator may be more delegation, he definitely scores many of its ablest and most sucoccur as to who was in fact

being assassed.
Oftan it is the DPM who has to be motivated into completing the personnal performance end-of-year reviawa. This motivation fraquantly takes the form of an irate phona call from the company parsonnel director raquasting the long ovardue returns to be aubmitted by the very naxt day - at the latest. Rntional, constructive and logical findings

In such circumstances nra sel-Hes the compiler achieved the raquirad output, accuracy and neetness? Does the overoll asaessment equata with the individual score marks listed? It is certain that considerable enthusiasm, planning and self control ara required qualifica-tions for tackling the project. plua a cartain dextarity with words. All too few computar

TEGER*2 declarations (or *1 or *4, ond to sava typing IN-TEGER* was eilowed ea an eitarnetivs to INTEGER*2). standard isage covering all company activities from the car park ettendant to the work's nursing team and sanior finan-

> In between sits - rather un ninete the rasponsibility of where lielson with "difficult user departments ere involved

Timing has always seamed to Focus to be a critical factor of assessment ratings. Completing a report on members of the its boots are big enough.

Submitted by Hugh Stewart, of operations, team following a shape Date Ltd, Cambidge who wins this week's £5 interrupt prize.

of problems, snags and down-

that the computing community Filling-IN and of year per- right inefficiency, does not lead thou and presentation than work in severely complicated those sonnel assessment forms is a to rotional evaluation — es- performance. scif-inflicted wounds of the enrly task currently accupying much pecially if the DPM himself was company management time. For summoned from the depths of

view of the type of people to be the DP munager, howaver, the Surrey at 4.30am. A period of term scores heavily are those of oxercise is very much an occu- grace for all concerned should training. Few other company In the early 60s, computing was noteworthy for its shility to

While the complier batties

When it comes to casessing monoy and effort on courses, seminars, workshops and mar may well lack assessment in

Ten years ago...

replace its order for a Burraughs Computer Board on hardware. B8000 with one for three B8800s buildings and running costs top-was based on doubte whather ped £3 million . . . At a one-day

A DECISION by Serolays Bank to Expenditure by the Universities

B8000 with one for three B8800s; buildings and running coets topwas based on doubte whether ped £3 million . . . At a one-day conference held stine institute of operative and prayon B8000 in time, and the need to integrate its time, and the need to integrate its man, and the need to integrate its from the building industry, local government and higher advection were urged to use the Genosys attractural ongineering package . . Edinburgh University received assure, near Pleaselity Circus . . . Edinburgh University received.

STRONG confidence in the ture of the ICL 2900 sedan

The Safe 2980 has also been operational under the

schools and further education to will also eventually lend to a offer courses giving a better realisation that, as Computerunderstanding of the nature ond view frequently argues, some of potential use of computers out- the problems posed by inforside the maths and computing mation technology can only be Staff in the education system national policies, as outlined at for these fallinga," Jarvis puting Services Association, can rightly argue that, at a time the historic Hedsor Purk

puts faith

expressed last week by the Computing of Birmingha Chuhb subsidiary, 15 opening a new bureau Mac-based on an ICL 2960.

for three weeks. Smoothing tion from the previous is system was also helped by tensive pre-installation. perlence the Safe team gicks another bureau.

This involved convening, grams already run for (2) Lnck & Safe, a processing ICI. mnnuais were found et-

Peter Turner, head of the softwore team in Safet! ware Scrvices Division to ted that computer his his team apprahenilys.

are on 5X27 and the bows

throughput has been drive

had outstripped the?

our political systems:

It, he sald, and wer.

ulinw gavernment but

Next year, he said, tt:

ternutional Telecona.

tion Unlun would hire:

conference to change !

munication, and it

remember that at prefect conferences third work c-tries land voiced feet of

lacked out of safelilac

Right now, Eger said gi

Right now. Eggs and the rudio-spectrum in under serve only low of the wife population. The wind that it countries wanted that it countries wanted that it is not the server of the serve

nov even if they were use it yet. Their alternation

to une obstructive bei

votes which would m

Weat's options very men

munication.

skilled computing resources. "In fact, the exercise hat. The committee was estaremurkably painless With found it particularly hance bilshed following a meeting in Liverpool last week held under tint ench new issue of WE the auspices of the Computing brings really swir-Services Association and inurovements in perionca attended by representatives "At the bureau, they greet from local computer stuff, employers, and educational es-tablishments. under the 5X24 version. &:e'

Mike Jarvis, DP director for the Littlewoods organisation, identified the key factor in the Third work current shortage of computing staff as being the fact that employers are "fishing in the • From front page same pool of experienced staff

but are doing very little to increase the size of the pool." Alan Benjanin, director-general of the CSA₁ pittpointed the scale of the problem by reparting that, smong members

significani computer business in China will follow from

Vice-Premier Wang Chen's

visit to the company last week.

Our picture shows the Vice-

Premier being introduced to

ICL chairman Tom Hudson,

(right) by government hos-

pitality representative Neville

Coppel (centre left), while Bill

Grani of the British Overseas

Trade Board (centre right)

Following the Chinese Vice-

Premier's visit, a joint declara-

tion of intent was made to

baast aggregate trade between

and educationalists is to be es-

tablished in Merscyslde to co-

ordinate local plans aimed at

increasing the available pool of

of his association alone, there was a requirement for the employment of 2,600 new science graduates coming out of

currently required. Littlewoods has therefore established its own training school with 50 places, and although Jarvis accepted that some of those trained by the company

would leave to work elsewhere. he said, "We must bite that bul-tet," as it was important to tackle the problem at its roots. Jarvis' attitude struck a reshelping to crystallise a con-sensus view that action has to be

puter users, systems developers recruits to computing and to Liverpool, resolved to establish a the work of the action commitprovide an Impetus in industry local committee to draw up and the public educational sysplons to solve the immediate and tem to increase relevant training and education.

Merseyside action call to

overcome staff shortages

Benjamin stressed that computer systems suppliers and known that graduates other than from computer sciences and maths can make excellent computing staff and Jarvis stressed that Littlewoods' training scheme successfully took A-level recruits. There was also widespread praise at the meeting for the Nutional Computing Centre's Threshold

Chinese leader at ICL

\$200 million to a cumulotive

llon. The agreement does not

specifically mention com-

puters, but refers to advonced

technology equipment.

Despite the agreement.

which should get a boost from

a decision to sell China the

Hnrrier tactical vertical take-off fighter, companies will atili

have to compete for business.

German and Japanase com-

panles, notably Siemens,

Hitnchi and Nippon Electric,

have a head start in China, but

the Chinese, who already have

particular Interest in ICL's

2800 series, on which they were

briefed by the company last

Chinese State Science and

Technology Committee Llu

Hua-Ching, signed an agree-

ment on technology co-

operation with Foreign Secre-

tory Dr David Owen, and this

agreement did mantion com-

puter technology. It is likely to

lead to proposals for exchange

visits and tu training.

Another member of the dc-

training scheme for unemployed school-linivers. Benjamin said that training in the use of computers in noncomputing science faculties and in schools in general was "derisory", and he strongly criticiscs computing science departments for failing to inject more practically relevant subject matter into their courses, such

business systems analysis. graduates next year, yet there were only 1,400 computer Sinmpford, head of the Liverpool University computationa And Jarvis warned that experienced computing staff "just aren't there" in the numbers

and statistics department, and that while he agreed it would be desirable to extend education in the use of computing to other disciplines and to increose the commercial DP contant of computing science courses, universities had been foced with "negative growth in resources"

us project manngement, and

in recent yeara. Representatives from loco polytechnics also pointed out that sandwich courses, which have been praised by industry, often had to be closed through chord at the meeting. lack of industry support in employing "part-trained" staff. The meeting, which had the

Telenet switches are likely choice for PSS

hardware for the UK public the Telenet Processors bid by packet-switched service, commonly known as PSS, has now been selected, and the decision has been passed on to senior management for approval. An mouncement of the winner and an ahead for the network to he built are expected shortly.

There were four contenders for the contract. Picsaey with Telenet technology: Logica with Transpac-Euronet switches, Leasco with Ferranti hardware and Ferranti with Canadian Datapac switches. The Post Office hopes to get

the network into service by the end of 1978, and wants an X25ompatible switching system which is available off the shelf. The problems which delayed opening of the French spac network until tha end

Plessey (CW, August 10). Thase inodular switches based on MOS Technology 6502A microprocessora (CW, May 26, 1977) still seam the most likely choice.

The Post Office has already installed Telenet Processors for the International Packet. Switched Service, still not formaily announced, but by tha time the national service is due to begin, should have had ample exparlence with the Telenet

Laser optics plan

A LASER capable of transmitting an infra-red light beam with a wavelength of 1.2 micrometers of this year reduced the proswung the betting in favour of Laser Dlode Inchritte us.

down a fibre optic cable is plandown a fibre optic cable is planned for commercial production
before the end of this year by
Laser Dlode Inchritte US.

legation, Minister of the

tee should contact Heywood &

Street East, Liverpool.

Lymington, Hents, lost touch with his brother Peter David Hinas some years ogo. Peter used to work as a programmer tor Ferranti in Manchaeter. There has been a death in the

family, and Petar's brother would very much like to get in touch with him. It you have news of Pater, please write to CW and we will pass on latters.

Insac stake in RTL/2

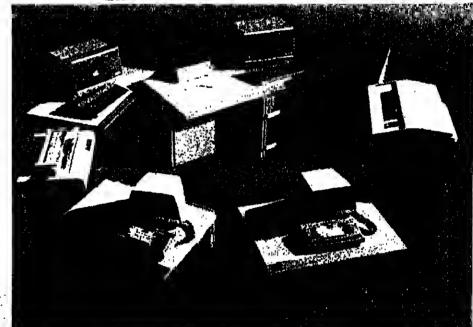
RTL/2 compiler for IBM's Serie I minicomputer virtually complete, the government's soft ware concern Insue has decided to take a stake in the project.

office on the West Coast of the US. This will be headed by Michael Strong, previously vice-president of Martin Marietta Data Systems on the West Coast.

Representing its second jointventure with a member company, Inaac is to contribute the RTL/2 package in return for a share of sales revenue. Tha software is due to be released in

insoc's firat deal to be an nounced was also in partnership with SPL and covered the development of interactive graphics software for Calcomp's IGS-500 aystem (CW, September 21).

ELLE SOVEREIGN here, now, for power and performance



HITE SOVEREIGN with MPK

A. PROCESSING TERMINALS - these operate independently because of their (32 K b minimum) microprocessors. Each can be used for supervisory functions, as a communications controller, or for the support of line or serial printers.

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BASIC programs in interactive or batch mode, without interfering with system

B. DISK/TAPE PROCESSOR dedicated to ensuring optimum use of disk/tape channels. It responds to, and quickly services, disk commands from all other processors in the system. Disk capacity can be increased to 100 Mb for on-line storage of data batches. system files, entry and validation tormass and user-programs:

C. DATA ENTRY KEYSTATION PROCESSORS - there can be four of these; each supporting eight (520 character) Keystations on one system



GAMES

The world's largest range of over 3 OCC games and puzzles — a lescinating solociton in which skill, apiltude, mainemakes and legical deduction sli

Casila Sirael, Kingeton on Thamae (01-848 6488), Personal shappets wel-come at both branches of order by past from W1 Centra

clai adviser. in fact most users wars idle and declared INTEGER' FRED, but comfortebly — the DP team. Contrests abound. The DPM. either way sil ware happy. Evantually e poor innocant user declared INTEGER*2 rathar than using the assess-HORROR, only to get indignant complaints from the compiler ment to apportion blame on the senior enelyst for the botchedup user epplication, prafers to later in his program that implied that HORROR hadn't been decthe DP teem. As a result, the larad. He eventually troced the analyst could get a high performance rating, perticularly problem to the daar little com-

Shifting the bleme is an opportunity to be seized with relish.

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or more information contact. APL Unil. BOC Datassive Limited, Datasolve House. 9 Church Street Stances, Middlesex TWI5 4X5 x telephone Staines 61644.

Datasolve APL is a service which gives you all the power of an interactive programming language plus the heaptir of feet and in the power of the programming language compatible, fully supported and in the power of the programming language compatible.

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Zip goes

IT seems the US Postal Service is to make its Zlp codes (post-codes) longer — nine digits Instand of five.

Nine digits gives one billion different codes (1,000,000,000). There are 200,000,000 American people. Is the Postal Service thinking of giving every termite, ant, and caterpillar in the country its own code?

Why not? You'd heard of specism — like racism. Why shouldn't other species get the same look in os humans?

Opaque

A FASCINATING classifled advertisement from the US magszine Saturday Review:

COMPUTER ERROR has resulted in 11,000 units of Venetian blinds with slots locked into darkened position. Good for businesses where speculution about what goes on insido la not o disadvantage. Reply Box VB.

We all know how computers are being made the scapegoat for every mix-up these days, but this item sheds little light on the matter.

Also ADM:1A,2, 28



Bowler brigade

these two young ladies are Scientologists. They look quite normal, don't they? The com-puter behind them, though, is not - It's made of cardboard ond is being touted sround the country to rally people to the cause of the Freedoin of Information Campsign. The girls are dressed as civil servants, not stockbrokers, and according to the National Society for Crime Reduction and Social Justice (slc), this is what

they do:
"The lovely 'civil servonts' asked members of the public lists of typical, useless bureau- Information Act.

puter which cascaded passerswith red tspe and blurted out the kind of inoccurate and sometimes false information that creeps into official files on individuals, and which can fol low them through their lives."

Their newspaper headline screamed, "EVERYBODY WANTS FREEDOM OF IN-FORMATION". Good traditional Rog Day

stuff, eh? I would have thought all this would do is convince people that what they want is a Freedom from

No half measures here

"BUS driving" . . . , "address decoding" . . ; , refresh cycles" "bit-slice esscading" the jargon comes drifting across from Martin Banks' corner of the office until my eyes glaze over and strange uncontrollable thoughts well up in my mind, such 88, "Is the bus driver on a one-man operated vehicle a semi-

Tha award of lagal racognition for a program apecification is e significent stap in the history of computerised peyrolis. CLIFF DILLOWAY axeminee the reasons why it has become naceasary to grent lagel statua to the published formula in PAYE celculations.

He is e consultent to the Q-Pac Payrell System and cheirmen of the BCS Payroll Policy Committee.

Legal at last after 25 years

THE year 1978 has not been a good one for the payron programmer. What should have been a smooth transition to contracted-out nutional insurance contributions in April produced below the surface ripples, about which the least said the better.

The Finonce Bill did not contain any unexpected changes, although changes there were. The lower rate of income tax was expected, but doubtless the changes caused problems here and there as they came to be implemented. It's easy to say that an extra tax band at the bottom should really not cause any more of a problem than all those existing bands at the top of the tax tables.

However, the band at the bot tom applies to everybody and the bands at the top to but a few. Ergo the little weaknesses showed up and all had to be sorted out; always, it seemed, in the middle of the night.

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Then, while the Finance Bill

was going through Parliament, the Opposition were able to get their oar in and change the basic rate of tax as well as the band of ocome to which it applied. In November these last changes are still working their way through the tax system, but after that things should settle kown until next April.

Or will they? The Specifica-tion for PAYE Tax Routines is being simplified. The simplification is a real improvement, as it means taking out a whole complicated routine that was not mandatory anyway. One up to those who had never pul this routine in in the first place.

The big change, however, is From April, 1979, the good old Specification for PAYE Tax Routines will be solemnly declared by the Board of Inland Revenue to be a tax Table under section 204 of the income and Corporation Taxes Act. 1970. C Calculations carried out according to the specifications will determine the amount of PAYE to be deducted with all the force

of the law. As with national insurance there will be two ways of calculating PAYE, and the 5p or 10p differences between the two methods will have statutory over, rather than administ

The other way of calculating PAYE is, of course, the use of the

reduced rates of tax has required the production of tax tables for every week and month of the year. It is really the complexities that flow from handling reduced rates of tax that has broken the tradition that the computer will always produce exactly the same result us the manual cal

A specification for PAYETE Routines was first issued by the Inland Revenue In 1953, No. after 25 years it has obtained legal recognition as a cornt way of calculating PAYE.

When the specification was first published PAYE was onto nine years old, sud it was straightforward to specify hor the calculations could obtain the sains results as the manual tables. Then 12 years ago their or 1th difference between the manual tubles and a computer calculation crept in.

Searching after precision of 1975 the Inland Revenue issaan extended specification & signed to enable computer to grains to be written that we produce results that exst matched the tax lables. That tended specification was b ever, optional - it had tobat some computers wouldness. had enough memory back modate its ramblings.

Now the computer spetion will stand on sparking older minnal table.

The government and late: Revenue have a policy of ... plifying lax matters and or granting of Tax Table status the Specification for PAYE L Romines is a small step toward that end in the deepest of plexities of computer program The effect on any one for packet may be 5p or 10p. 2: that is automatically correcte: in the following pay pace under the cumulative laws

Of less wide impact and inentirely different field is the ! nouncement from the Depart ment of Social Welfare in Dut. that the Dail is considered Social Welfare Bill to change basis of social insurance (tributions. At the time of all few details are available, but! new contributions from April 1979 uppear to follow the forthe UK national insurance

Impasse at The Times

From front page

Times system has aiready been installed. It is similar to that racently brought in at the New York Times (CW, September 21) and many other US papers. where there has been bitter confrontation and the takeover by low-psid staff of mony jobs formerly done by high-paid union men. This has often involved closing down a paper.

bringing in the aquipment, and then hiring naw people off the street to operate it.

Tha Timea management is adamant that this is not the intention of if impending closure.

"No way is this an insidious way of atting in the technology," said a spokesman, explaining that the November 30 daadline the November 30 daad

that he was sure that necessary, he could get someone to operate the

Barry Fitzpstrick, Facher The Times NATSOPA whose members are with Prass operators and agrees it is unlike management hevel manogement have the under the points out that the unsituation in the UK, white ferent from the UK, white unions ofe stronger and not unions of stronger and not unions.

series early next year.
ICL inherited a group of factory data collection terminals, Singer Business Machines when it took wer Singer's customer. It took ever Singer's customer base wo years ago. But ICL has decided to go to a second decided to go to an outside charter of the terminals that the Feedback Data of minals that of the terminals will be interfaced to 1500 minals that will be used with the Car System Ten processors: 10.

Euro leasing firms pressurise IBM

Europehave set up the Computer Leasing Associstion. The association met for the first time list week at Heldelberg, Germany, and plans to Increase its membership from the present 17 to more than 40 when it meets again in Las Palmas, Canary Islands, at the end of January. The 17 members at Heidelberg voted to and letters to another 24 companies inviting them to join the association.

Phil Cousins of IBL Computers

of Ascot, told Computer Weekly

that the association intended to

pegotiate with IBM over matters

like the facilities like in the US.

makes available to leasing com-

panies there, and which are not

One important example he

gave was IBM's approach to In-

stalling second user machines,

which is far more co-operative

According to Cousins, IBM in

the US installs a second user

machine for a fixed price and is

prepared to work on a 24 hour-

a-day basis to complete the job.

In contrast to this, IBM in

Europe is only prepared to do

the job during normal working

hours and will charge for ad-

The association will also put

pressure on IBM to make price

lists and coples of the Consult-

ant's Handbook available to

leasing companies in Europe in

the same way that they can be

readily obtained by leasing

companies in the US. The Con-

sultant's Handbook provides

specifications of iBM products.

subsidiory, and in the 10 GHz

frequency hand, transmilling at

XTEN would involve custom-

ers installing earth stations,

where SBS' plans call for cus-tomers to install small earth

stations and communicate

Xerox pluns call service bet-

The Council also has plans fo

dustry. This would complement

In its annual report, the SRC

points out the enormous diffi-

culty of comploting its existing

projects on the shrinking budget

series except that 9600 systems

directly with the satellile.

Cousins pointed out that

ditional facilities.

forthcoming in Europe.

In the US.

Recruiting for micro market

A RECRUITMENT service he been isunched to help com penies and organizations find stelf in the microcomputer and reinted finids. Called Interior the new company has head-queriers in Southampton and is eaded by Mike Lane.

"We sim to provide a recruit ment service covering enything eyateme designers to chip de gners," he told Computer Weekly. "We slee intend to provide a support service, renging from programmers and

ssigners to draughtsman."
"I hope we will be able to ettrect some of the expetriste who have moved to the Conthe UK now that the merket I really taking off," he added. Interior can be reached on Southampton 28191, telex

and Xerox in the office automa-

then market is hotting up with

The plans, exclusively forecast in Computer Weekly (November 2), differ signifi-

cantly from those of IBM's

Satellite Ousiness Systems: the

proposed data rate is lower and

microwave links would be used

to connect customer sites with

considered by the Science

Research Council. The Council

darectorates" it has set up in

others in these important areas

headquarters who looks after

roposals connected with it.
This is felt to be more efficient

than placing all propusals before one general committee without

research in one particular area, and deals with all project

voice, data and facsimile.

satellite earth stations.

IBM-Xerox office

automation war hots up

COMPETITION between IBM operated by a yet-to-be-formed

the announcement that Xerox up to 256K-bps. Satellite Busi-

plans to introduce a satellite ness Systems plans 12-14 GHz

communications service for transmissions with service at up

The Xerox Telecommunications Network, XTEN, would be ween the lorgest US cities by late 1981, and eventual service in some 200 major conurbations.

SRC robotics research

SPECIAL arrangements for pro- apecislist expertise. Directorates

moting research late robotics apecians experience in Polymer En

and robust software are being gineering, and Marine Techno-

is pleased with the success of the a new training scheme for

other in these image establish content in these image.

A directorate is an organisa-ion headed by a organisa-ion headed by a constant organisa-

tion headed by one man at SRC borative training awards with

factory data collection

expand in the factory data collection business, ICL has announced that it is introducing a family of such systems, the 9600 series early next year.

9600.

Feedback Data, an established factory terminal manufacturer, has developed variations of ital equipment to ICL specifications and will supply ICL on a constitute on de-

started.

to 1,544K-bus.

One of the founder members, been organised into associations and pressure groups for a long time. This was the main reason for IBM's much more cooperative attitude over there. The Computer Lessons Association had existed for five or six years, while the Brokersge Association had about 5,000

> Apart from IBL Computers, lessing companies that slready belong to the association in-cluded Greyhouse, Itel, Tiger, CIG, the German firm CSC, and Premier Computers. Premier's marketing director, Peter Doyle, is the first president of the

The first exclusive exhibition in Europe for the leasing and second user market, Martex '79, is to be held next March at the Felbridge Hotel, East Grinstead,

Big screen word processor

cessor, pictured here, the Redactor II, is available in the UK both from Burroughs and from BDP Word Processing of Islaworth. Its most noticeable feature is the large screen, which can show 59 lines of SA characters arch in contrast to The large screen approximates the size of an A4 page, except when charactors are displayed at double size, which they can be for ease of editing. Herizontat scretting can show lines of up to 158 characteristics. 84 characters each, in contrast the more usual 25 or so lines. User programming is an optio-nel extra on the Radactor II, sllowing a complicated sequence of editing keystrokes to be recorded end then executed

racters long. Text can be stored on a choice of mini floppy discs, megnetic tape cassettes, or megnetic cards. Dalay wheel printers | with proportional spscing) and line printers are availmatic functions, sllows the

invoices, purchasa ordars, financial

Pact with Level 6 from Zeus

ZEUS-HERMES is close to com pleting the development of a psckaged turnkey system for professional accountsncy pracices. Called Pact, Practice Accountancy and Control System, it is based on the Honeywell 6 minicomputer and was designed in conjunction with a firm of London accountants.

The system handles three main processing functions: time recording and billing, brown plete records processing, and partnership bookkeeping. In ad-dition it can be supplied if reguired with software for procassing ssies, purchase, nomin**e**l ledger and psyroll.

contrast microcomputer-based systems, s major sttraction of Pact is its upward compatibility, noted Zeus-Hermes, the modular architecture of the Level 6 permitting smooth growth of the

The Psct software is available la two versiona; a single-user version and one which supports multiple VDUs working con-

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MICHIE'S PRIVATEVIEW Who sings 'Why can't a robot be more like a man?'

THE use of computers to impment processes of thought and understanding has caused the utterance of more rubbish han ever came out of Bishop Vilberforce. In 1860 this worhy debnted publicly with l don't know much about its homas Henry Huxley the licories of Charles Darwin. he level of debate can be dged from his question to Huxley as to whether he claimed descent from the "The machine's way of going about monkeys through his grand-

taught to sing: 'l ain't no kin to the monkey, no, no, no,

father or his grandmother.

Even today, children of the American "Bible belt" are

And the monkey ain't no kin to me. l don't know ittuch about his ancestors

But mine didn't swing from a tree!" Regrettably we, the

'artificial Intelligentsia.'' are to blame for contributing our share of rubbish. Even in textbooks, definitions of the field can be found which equate artificial intelligence with computer solution of problems which would require intelligence if performed by umans. Let us test that de-

Does a human use inteligence when doing orithetlc? Of course! Then according to the above definition nachines became intelligent with the first floating-point oackage — a nonsensical con-

It makes no difference that omputers have now entered ealms of complexity requiring high orders of intelligence rom humon solvers. Slate and Atkin's CHESS 4.7 program mbodlea little chess knowledge, and no capacity at all for generalised chess reasoning. But by dint of growing a tree of up to half a million possible future board states in its analysis of each move it can without difficulty defeat 499 out of

world. Any one of these would surely have our sympathy were he to chant:

> "I nin't no kin to The chess program, no, no, no, And the program ain't no kin to me.

thought processes But mine don't grow on a

A point of view, which I shall call tech nomorphic, goes ns

chess, or weather-prediction, or plant control, or routescheduling, is bound to be diflerent and ought to be different. The relative costs and constraints associated with the various sapects of the problemsolving process are totally different for machines and brains. Strategies which optinilse performance with respect to two such contrasted profiles are doomed to diverge. Whatever way is most efficient for the machine to do the problem. that's the way we want to go. ff Karpov hasn't got the colcu-lating speed and working memory to grow a lookshead tree of half a million board sistes, or if our top meteorolog-ists aren't smnrt enough to be

There is nothing wrong with the technomorph's first point. In the light of the brain's woeful disabilities as regards store and processing speeds, efficient machine programs are not likely to make workable representations for people, nor vice versa. Where the technomorph goes wrong is in supposing that there is no other criterion involved but mochine

equations in their heads, that's

olution-efficiency. Space permits one counterexample to the technomorphic fallacy. The example I have chosen, from robotics, is elementary. But It makes the

R & D on robot vision makes use of colour sensing. Technomorphically this is no more than measuring the wavelength of light reflected from every 500 chess players in the each surface point of the scene,

encoding it as a real number. For summarising ond classi-

venient to break the coloni spectrum into a small number of separate segments Although the range is continuous from red tn blue and from white to black, this is what the biological system does. The names which people give to the segments are the colour-names white, black, red, yellow, green, blue, orange, purple, brown ond so

clude that this is all pretty orbitrary, especially in view of the fact that different cultures draw different boundaries bet ween colours, and that some languages have numerous colour names and others have hardly any.

eer now commits himself to a system of colour filters which breaks the spectrum down in a wsy which optimises some parameter of engineering cost or convenience. Belatedly he hears of the neurophyslo logical discovery that the human visual system organises the spectrum into opposing pairs of primaries, red/green yellow/blue, hlack/white, in a way that appears to be "hard wired" and which lies of the basis of linguistic norma and colour perception acroas al cultures. What finally sinks him is the difficulty of communicating colour concepts between user and robot which

Honald Tichie

fying, however, it is con-

The roboticist could con-

Our technomorphic engin-

kills his market. In "My Fair Lady" Professn Henry Higgins bursts into plaintive song: "Why can't a woman be more like a mon? Today, of course, she is, and I trust that the Higginses of this world feal better satisfied. trust, too, that we sholl not hear a new song, a lamentation of future customers: "Why csn't a robot be more like

SOFTWARE FILE-1

Query-By-Example **UK** launch by **IBM** imminent

In its current implementation

the system is supplied with a

terfaces to OS/VS and DE

These cnable QBE files to b

created from existing OSAS:

files or IMS databases, one (%: file being created for each (%)

QBE is essentially an inlerg.

tive system, though it can's accessed from a PL/1 fall at

APL Shored Variable to penzi

more complex calculation

Totolling, averaging and sint,

operations are, however, are

able within the system ksell

One group which could feet

QBE a very attractive alter.

ative is users of IBM's APLGa:

manipulation and reporter

packages such as AORS, AM and ADL.

The software could also has

a strong appeal under system other than VM/EMS. Was

spread interest in it could's

fluence IBM to product other

versions, it has been noted mis

TSO version running under

To print the names and

umn. He would then ask?

The examples need need need

IS SALARY > £5,000

ur IMS segment.

database users, IBM is under- in a file nouncing Query-By-Example as an Installed User Program in the UK, following a similar introduction in the US (Softwure File,

November 2). The system, which runs as a user program under VM/CMS. is likely to cost obout £180 a month. Users must, however, Install VM Basic of Full System Extensions in addition to VM

OBE, developed at the company's Yorktown Heights research laboratory, provides managers and other non-DP professionals with both query and update facilities which are regarded as far outstripping those provided by any competing product.

Although best known for its novel spproach to data retrieval (see below), the system in addition enters for dato Insertion, deletion and upduting. It also provides a full range of backup. restore, and security facilities. TSO version running under QBE uses its own inverted file MVS as the most likely

Aimed mainly at the inexperienced end-us# TARGETED primarily at the the heading part of ather "

axperienced end-user, Query- those names as 65-By-Example is a fully non- headings. procedural facility which allows the user to specify his require- all employees who eath a " ments by giving an example of than £5,000, a user would be the output required rather than ~£5,000 in the SALARY defining it syntactically.

The query is described by completing entries in one or typing an example of each was more displayed tables. When the appropriate heading one or more entries have been made, QBE satisfies the query by filling in the remaining blank arbitrary values prefixed by

Each displayed table consists The query can easily ke of a scries of headings, in which each heading is the name of in multiple solection criteris is field in un associated file. In the simplest ense, QBE is 26,000 and AGE < 00 or 51

Take, for example, o porsonnel become evident only when the become evident

SALARY. A request for the file point is that files are limited will display on the 3270 screon the system at the time time.

dumping and restoring logical vSAM files under DCS/VS have been announced by Westinghouse Management Systems

Explore/Discover la a two-part performsnca monitor,

Explore/Discover la a two-part performsnca monitor,

Explore/Discover la a two-part performsnca monitor,

To post a question of the systems of bottlenecks in the system and an intermediate translation.

Explore/Discover la a two-part performsnca monitor,

To post a question of the system and restoring logical VSAM westinghouse Diac Utility as well as Faver, the two products dumps — or exports' — only the system and an intermediate translation of the system and an intermediate clusters. Key feature is that it well as Faver, the two products of the visit of the visit of the visit of the system and an intermediate translation of the sys



joins Pearl and Coral

"ADA" has been officielly chosen as the name for the new real time lenguage baing davaloped by the US Department of Defence.

The name honours Lady Ade tovelece who, se essistent to tovelecs whe, see eselectent to Charles Bebbege, is regarded by many at having been the world's first programmer. It was agreed unenimously by ARPA's High Order Language working group, which is responsible for the development, and is being used with the permission of Lady Lovelecs's heir, the Earl of

"Ade" was previously bast known as ironman, the title of the penuitimate specification document for the Isnguage. f was usually described by the DoD as a common high-order language for embadded comguter applications.

This summer, the DoD published a finel specification for the lenguege in a document called Steelman. Two comnies, Cil-Honeywelt Buil end Hermetrics, are still being lunded by the DoD to produce e design to meat the epecifica-

The announcement of the nama follows the final acheduied design review meeting to Wathington lest week, which was attended both by the remaining contractors and by invited observers.

2900 version of its Filetab data

The two compenies now have until mid-Merch next yeer to complete and deliver their

2900 version of Filetab

Till: National Computing Cenire has released a native-mode verted currectly.

indangement and reporting installed the new software.

While 1900 and 2900 Filetab A HOST of software enhance-

patible, some conversion is en-

types. A syntax checker is pro-vided with the package to check compilers for PL/I and Fortrun.

Assertion of invariance

An article on the use of asser- Halae's "memory which may

Che of the questions posed by

S.F. Hale of Richmond, Surrey.

A whether the assertion of in
Variance is really the document of the use of invariants.

Halse later echoes this notion

wille-accass to out-of-aome light on this currently above the chining little-known technology

october 25, L. Variants (CW, vary!" — constitute only the October 26) has prompted one negative aspect of program provreader to write at length, chaling: that is, damonstrating what

VME-8 operating system, the package is available both in Level 5 and Level 6 implementa-

PROGRAMMER NOTES

Should one specify in assertion

SOFTWARE product suppliers In the guidelines for systems on a man-time basis, ss the third party such as the distinguish clearly between purchaser's bank. And a clauae fixed-price and msn-time conrequiring the supplier not only tracts, and its list of standard

Association in its newly-published guidelines for software product licencea (CW,

Designed primarily to protect the licensee from the financial fallure of the supplier, the measure is also a safeguard against the fallure to provide mnintenotes the CSA.

Contractual rights should also be secured when software is actually supplied in source form, recommends the CSA. In particular, the licensee must be able to continue using the software notwithstanding any rights the receiver or liquidulor might have in the event of the supplier's liquidation.
The CSA guidelines consist in

version is an important com-

contract.

the most part of a concise checklist of contractual aspects and in general provide no sur-

Some 20 users have already

example, in some casea, a paraf-

'Deposit program source First fruits of SPL material with a third party' — CSA guidelines

should be prepared to deposit development and programming scope and nature of the proprogram source material with a contracts, the CSA is at pains to posed system is unknown. to deposit but also to update this conditions for each points to most of the danger areas.

ponent of a software licensing This is one of the points made circumstonces in which o fixed need to identify in advanca the by the Computing Services price can be increased, mentioning such cases as late hardware commissioning, reatricshortcomings in third party aoftware.

may well be offered for the system implementation phase. By contrast, the first development nance at reasonable charges, phase - functional specification

With pro forma tables corres-- will normally be conducted the independent selection

In arranging a mon-time conshould be paid to areas such the basia for charging, including the charging of expenses, assign-It warns, for example, of the ment of alternative staff, increases in the charge rate, and the minimum period of notice on

application-specific languages, and operating systems for multi-microprocessor aystems are likely to be among the first fruits of the SPL Research Centre at Abingdon, near Oxford. Formally opened last week, the new centre is to create ond sell systems software in addition to conducting research and develop-

research centre

ent for clienta and other SPL divisions. David Rodway, managing director of the research centre, seld at

CUSTOMISED real-time derivatives of Pascal, ultra high-level

the opening. "We shall be concerning ourselves with the ways in which complex computer systems are designed and built, and shall be looking into, and developing, tools and methods that enable odvanced systems to be implemented more quickly and efficiently. The division would also be pursuing original ideas in a number of

related fields, he said - for example system performance prediction. The company used the occasion to reveal selected details of an RTL/2-based development already under way at the new centre for "a major manufacturer of defenca systema". This involved the "design and implementation of state-of-tha-art software tools for a family of PDP-1I-like computers designed to withstand hostile

tions on working hours, and Aimed mainly at inexperienced end-users From Page 6

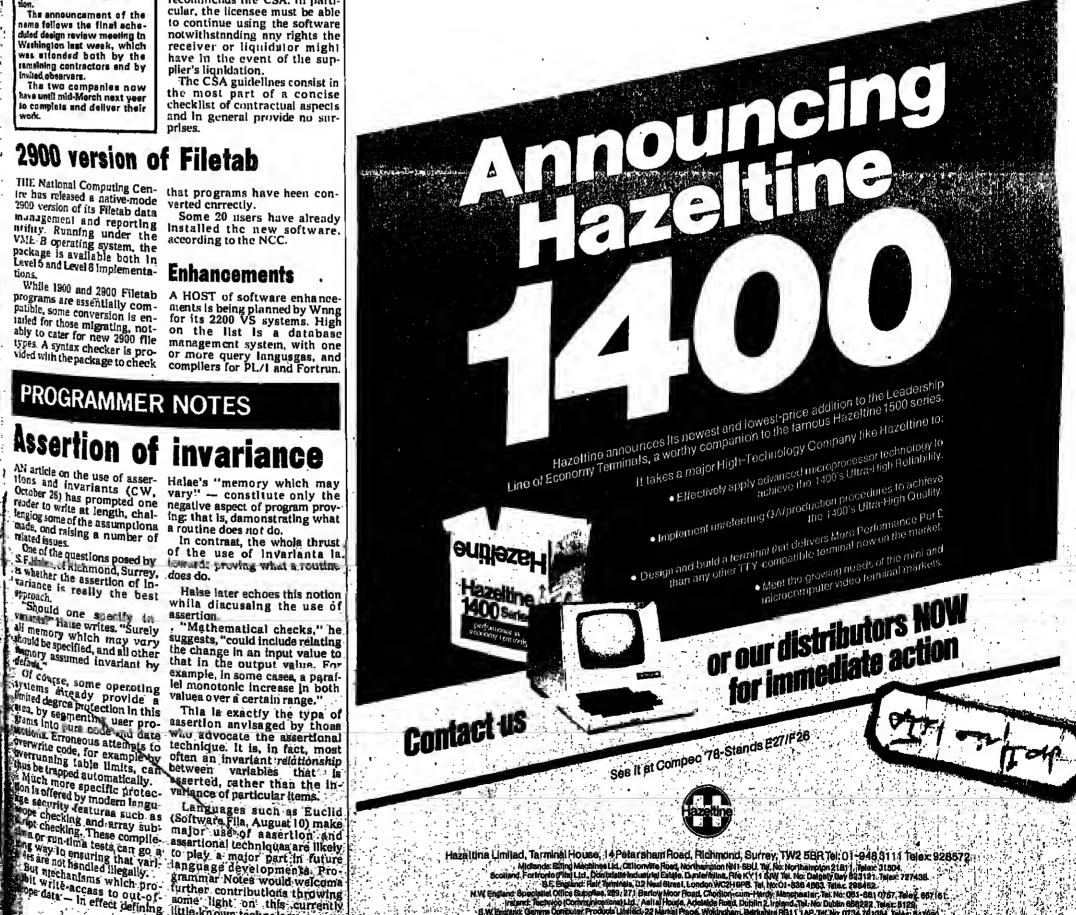
EMPLOYEE-NO.

ponding to each file displayed on ABSENCES column in the system that the some employee the screen, the user first enters

cmployee history file.

The files are linked by en- criteria.

criteria specific to each. In this tering the same employea Fixed price contracts, it says, common data item, in this case, case, >£5,000 under the number example under the SALARY heading in the EMPLOYEE-NO heading of employee file and > 10 under the each table. This indicates to the must satisfy both selection



[CITA L. HTTING). TO USE J. M. CALLER RELIEF TO SELVE THE MET OF THE PROPERTY OF THE PROPERTY

A PERFORMANCE monitor for DOS/VS usera and a utility for dumping and reatoring logical VSAM clusters is at utility for dumping and reatoring logical VSAM well as Faver, the two products of the system at the time for the system at the system at the system at the time for the system at the time for the system at the sy

which Westingnouse says provides an attractive alternative error method of system tuning and to expensive, and bulky electronic monitora.

Puzzler.

both to the traditional trial and for use in system tuning. It is tifies the data on tape by cluster

Here is wisdom. Let him that hath understanding count the

number of the beast: for it is the number of a man; and his number is

Now, American mathematician Alan Wayne has formulated an

Intriguing alphametic that highlights the relationship between the mystic number, and the number of the verse itself,

SIX + SIX + SIX = NINE + NINE

six hundred threescore and six."

part performsnca monitor, paper" or "tape not mounted." claimed that the user can install name rather than relving on its it, that it requires no modifica- physical position on tape.

tions, and that the overhead is Explore gethers data direct from 0.5% to a maximum of 3%. rom the hardware in real time. Faver, Fast Virtual Export and

optional named exclusions: lusions; and by named clusters. IN ancient times, much thought was devoted to the possible significance of Verse 18 in the Book of Revelations: They can be restored in the same

> Explore/Diacover costs £2,560 purchasa or £850 a year rental; Faver costs £1,880 purchase or £80 a month. If users already

drawing ahead of the others

paper" or "tape not mounted."

Synchronisation

Little System is a subsidiary of west process for the performance of disc data sets.

System is a subsidiary of west process for the performance of disc data sets.

System is a subsidiary of west process for the performance of disc data sets.

System is a subsidiary of west process for the performance of disc data sets.

System is a subsidiary of west process for the performance of disc data sets.

System is a subsidiary of west process for the performance of disc data sets.

System is a subsidiary of west process for the performance of disc data sets.

System is a subsidiary of west process for the performance of disc data sets. the performance of disc data sets gues and data spaces, and iden- offices in Europe.

> Catalogues can be apported in three ways; all cluaters defined in the indicated catalogue with clusters in catalogue indicated residing on named volumes, again with optional named ex-

three ways. Both products come from Goal Systems Corp, and both are available for frea trial. Like all products markated by Westinghouse, they are in use at 100 or more US sites.

Turn to Page 7

By Ron Linton

Why operations staff should be given proper documentation

"What do I do with it?" "Just lood and go program ABCD, and do a dump if

"What paper do you want?"

OWN up! How many program mers have aubmitted - and how many operators have accepted — Jobs like this? We all have at used? some time, but doesn't it sound

. So what is missing? Simply duced?
this: DOCUMENTATION; the How long will it run? essential information which de- • How much atore is needed? scribes a job and its require. • Events that may occur, and

The conversation above pro- Items 1-3 may be implicit, eg if vided some information, but you've got no tape decks, you what will happen to the job if the needn't list tape requirements! operator concerned is not around at run lime? Will it run can be run with the above desuccessfully; won't it run suc- talls, although it may be excessfully; or won't it run at all, because the slift leader will licave it in the litter bin?

The shift leader would be justified, for one can never be certain of a job's requirements: May 18 and June 15). even s regular job may change

grams, however, can be compil-Suppose a program is being csted by changes of dlacs and developed to update a Customer tapes, and varying store File, the tests being run on a requirements, which make it dummy file, the great day comes difficult to schedule parallel when It can be recompiled to use work. A simple way of presenthe "live" one. However, not only is it using a dummy file, it is list, indicating each program's eing handled by the two dum- requirements in order, Figure 1 mica in the conversation at the this list also clarifies the transfer of lanes between programs.

"Run this job, but don't load the live Customer file!"

'OK, I'll do it after lunch." But someone assumes that it - be multi-programmed if they are is still under test, and runs it. compatible. At run-time, discs Now, what can go wrong, will. and tapes can be loaded in ad- After the restart the first records So of course the "live" file hap- vance if transports are not will be allered by a total of 21% pena to be onlinet The recompiled job uses the "live" filename so. No live Customer File; no operator; and no pro-

All this for want of a written

So what information is needed by the Operator? This will vary ghtly according to the job and associated jobs. Many program- initiative but referred the inthe installation, but the fol- mers will dispute this need, so let cident to the programmer. lowing will alwaya be necessary: us illustrate:

Line Printer

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ter of opsistione documentation who take most of the bleme. In information needed by opere- programmer to works is given ecent strantion and this this erticle Ron Linton, who is tions ateff if they ere to run can less to dissetrous results. computer operations controller work efficiently and deel with tors have similar needs When strora do occur it is the et Manchestar Polytechnic, enyproblems which might eriee.

The discs and tapes needed?

what action is required?

The hard output to be pro-

pedient for the operators to

know if a live file is being used.

All that is needed is a slip of

paper or a printed card with the

information on II (see Op Spot,

Linked testa of several pro-

With this list, the Operator

can set up jobs using similar

discs to run consecutively, or to

operations needs to know all

about them in order to cope with

* COMPEC

GNT Automatic (UK) Ltd.,

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Siough, Berkshire.

Windsor House, 1 Albert Street,

STAND C6

needed (always assuming that The customers have hysterics

the first program doesn't faill). and go somewhere cheaper; the

operations is responsible present the DPM boots the operator; the

a more complex problam, aa operator looks hurt and says,

any irregularities, and to pre- then probably you think that vent Interference with they should not have used their

lobody told me!"

If this hasn't convinced you.

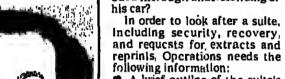
However, operations cannot run

effectively if reference must be

Production jobs for which sales director boots the DPM;

'Dear dear!" says the Operator (or words to that effect). "I shall have to restart this job."

But suppose that the program was, say, increasing your company's prices on diac by 10%.



suites (eg Involcing may produce Sales Ledger data).

resolve, but they must know what they can and eannol do. The most effective way of presenting this information is, probably, to have n manual for

 Loading list for the suite. or for each contiguous section (which can be referred to while the program is running).

 Flowchart of programs/filea. Remembar, this job was run st described earlier.

3:00am and was urgent; would you have enjoyed being called in at this time?

Where an operating system is used, one might think that much of this information becomes upof this information becomes un-The instructiona for that job necessary. This is true, under

• The Operating System to be It is three o'clock in the mor-should have stated: "If program routine eircumstances; good ning and an urgent job is using a fails, reload Price File from security copy." Operations may be able to muddle through without information, but could never work efficiently.

One could learn to drive without knowing how a gearbox works, but could a racing driver achieve his performance without a thorough understanding of

Including security, recovery, and reducsts for extracts and reprints. Operations needs the A brief outline of the suite's

When is it to run, and on what Its Interaction with other

 Flowcharts of all programs and file usnge, showing their inter-relationships.

At program level, the details listed earlier are necessary, pins, briefly, what the program does. The section on "events" should define what the onerator is to do in response to each event, even if it is only "Refer to program-mer." There must be some circumstances, such as program fallure, which operations cannot

each suite, and to keep these manuals in the Job Assembly

Their contents should be as

 Brief outline of the sulte's function, any variations to conthing happens. (Could a driver 'sider, (eg the difference between complete s journey if he had to "dally" snd "month-end" runs) keep calling on his driving in- and how the job is initiated.

Detsils of each program, as

	P.	ROGE	I MA	OADII	NG LIS	T i		
rogrsm	Disc	Disc	Disc	MT	MT	MT	Store	Run time
BCD	1	12		Work	267		12K	2
VXYZ		12		*	Work		18K	4
FGH		12	17		•	-	32K	20
MNU		12		*			17K	5
				1 1		-		-
		,			 	┝┯	 	

AT many inetallations the mat- operatore, almost inevitably, outlines the type end level of side! No-one would en

Where the operating generated to sult the and tion, details of the option and disc cartridges use to There is one other too b

sometimes not even than tions department coust documenting - proces. these be recovered? What he done abast remote us should include a section on the the mainframeshould not The principal advantage of this

Such pracedues are passed on by word-ofby which maeros, what and n pack of care \$2.5 messages are produced, and indienting where date eards must mumhled be inserted. Normally only this inforcements and reven section and the londing list will legend, was sent that? he needed, the rest being invulnencel

We are all, I'm \$2/-. tion, the operators need details that it's not real, of the Installations software - write up these productions the Executive Supervisor pro- tems recovery could gram, and the operating system card copies of the Riv liself (which is just another pro- programs and pandill

installation is properly And what about utility programs which the operator is mented? Try this test - tr often expected to run without an operator from outsite outside instructions? Is there him in the machine 1005 any write-up on the hardware? your manuals, and see to This kind of Information is gets on!

Homespun tailor-made accountancy program. Nice fit but look at the price tag.

it makes sense to use low cost NSC packages. Ready made. Tried and tested. You will save considers ble resources. Gain speed and efficiency. NSC designed packages can meet

documentation is essential to

a job may give rise to situations

which affect the operators; for

outomatic security dumps at in-

tervals, which the operator

effect of the operating system.

listing which programs are run

Apart from job documenta-

Each manual of Instructions

would like to know about!

uable ofter the disaster)

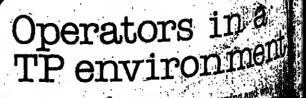
The way in which the OS runs

cope with the unexpected.

nearly all your requirements: ganeral, sales and purchase ledger, involving, atock control. They can state and purchase ledger, involving, atock control. as a fully integrated system. And NSC packages come with his You'd be surprised how easily we can mould an of the in

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machines is claimed for this new model of faculmile transcolver can be transmitted over diel-up telephone lines in two minutes, campared with the usual four

shia with other makes and to allow for poor quality lines.
The Modal 2346, as it is called aalls for about £1,400 or renta for

Other spaade, for three, four, or six minutes, can be salected on

rease in apped is the reduction

Digico agent's Turkish bureau

It collates

INTENDING purchasera of Digleo minicomputers in Turkey can levelop their software using the burenu service offered by Digleo's luklsh distributor, Plastronik. The scrvice is based on a 192K Digito MTS 16E minicomputer with 11.2 Mbytes of disc store. Our of its customers has used it in the design and development of a

Insurance broker's package for ICL 1500 the basis of n hardware-software package, disc backing files under the control of a

suite of application programs for insurance over the workload from the 1902T. "We brokers. The bureau also intends to replace considered the new DME+, but it is more ita ICL 1902T with a 2960 early next year. expensive than DME 1900 and we dld not really need the extra power it provides," We have developed system aoftware, in particular a disc handling routine, for the said Tolman.

As regards a native mode operating 500, and we are writing the insurance brokers' package in the assembler," Beaufort managing director Derek Tolman told

He sees the new ICL 1505 version as particularly attractive when multiple ter- extra running cost of B turns out to be."

Beaufort Computer Services, of Glouc- central 1500.

The new 2960 valued at about £800,000 1500s, and intends to offer them with a will initially run under DME 1900, taking

system, Beaufort has not yet decided bet-

"We are leaning towards VME/B, but the final decision will rest on what the

nine so far, aoon to be increased to 20, will be transferred to the 2960, which is due for delivery in the first week of February.

"We would have liked the machine sooner, but we are not sorry now that we walted, because it means we will get a 2960

with 16K memory chips," aald Tolman. pertise in the insurance field, serving clients in the West Country, and has in creased turnover 500% since moving from London some four years ngo.

Starting with its regional clients, it plans to expand marketing of the 1500-based system to cover the whole country.

Slowdown of order rates forecast in US recession

States next year is now forecast by most economic commentaanalysis concentrating on the computer industry is that the major manufacturers will suffer little, although some of the small plug-compatible vendors may be hard hit.

ester, has placed an OEM order for ten

A report from New York stockbrokers Bnche Halsey Stuart Shields Inc is timely in that, although published on September 14, before all the measures announced by President Carter to combat inflation, it studies the likely effect of recession next year on the five major US general purposc

Order rates are expected to slow from the phenomenal level reported by nll the companies over the past year, and IBM unnonneements such as the 8100 and System 38, both of which have been greeted with a tidal

Europe and the US, are likely to cause some temporary uncertainty in the market as users try to evaluate them. The IBM Eseries, when it finally appears, is likely to have a similar unaettling effect.

Of the companies, IBM looks to Bache Halsey the least likely to be hit by the recession, and only Honeywell comes in for any note of real caution.

with a backlog of orders exceeding the previous record by 85%, and 3030 series deliveries gathering pace over the period, profit growth should he well above average

"New" products by Burroughs in the first half, identified by Buche Halsey's William Beeklean as in the main reconfigurations and repricings of existing products with the widespread nddition of 16K memory chips, should help the second most

to continued strong growth in

On Honeywell, Beeklean says: "Honeywell continues to surposs our quarterly earnings expectations, and much of the strength is coming from the computer operations, with both revenues and margins mproving."

But he concluded: "We continuc to be concerned over the computer business. However, It now nppears that, in the short run, HIS can participate in the monstrate good enrnings gains om its computer operations."

Enthusiasm about strongly overall, Becklean is optimistic.

rising profits at NCR is tempered by fluctuating order levels, but "Lower manufacturing costs

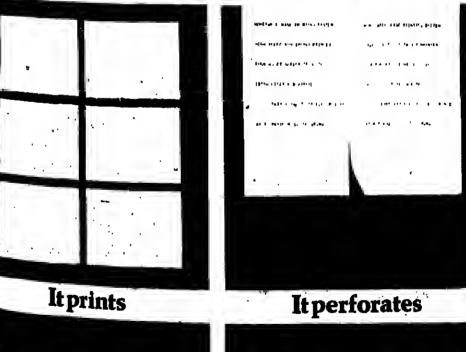
good year for turnover and pro-fit," he says.

He siso expects some of the \$280 million cash received from **BAT** for its Appleton Papers division to be spent on acquisitions in the computer area.

Everything at Sperry Rand looks good to Becklean, and his announcement from Univae successful 1100/80 large-scale mainframe have now surpassed \$550 million, with 50% of orders from outside the US, which is a greater proportion than Univac's business ns a whole.

Overoll, Becklean sees the have already contributed to recession is not expected to be strong profit gains in the first reflected immediately in the rest

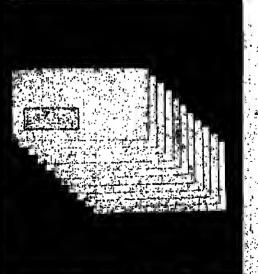
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PEOPLE AND EVENTS

Appointments at Digital Equipment

where he was a product manner. At Olgital he wilt be marketing manager for the components group.

Torncriy a senior seles engineer in the laboratory OP group, Brian King has been made UK government and manager for the components group, has been made UK government and responsible for the marketing major accounts programme spects of terminola and micromanager.

computers.
The newly-created position of Europeen marketing manager for the traditional product line is taken

by Geoffrey Finch. He forms part of a new European morketing organisation, based at Reading, and is replaced as OEM marketing mannger by Don Toh-moush, latterly North American marketing menager for the DEC OEM products group in Maynard,



boratory data products group is made in marketing et Digital Equipment. Edger Velentine joins the company from GEC Semiconductors

Dick Wright, previously based in the States as LOP marketing manager and sales manager.

Martin Mitchall at British Gas HQ has been eppointed head of com-puting services. His previous posi-tion was that of chiaf accountant,

Gvan Jalo, who obtained his doc-London University, has been appointed vice-president of system engineering with Documation in Florida. His previous job was direc-tor of systems engineering with Ostapoint in San Antonio.

Mick Dungworth has laft ICL, where ha wos regional support manager of the national research region, to join Cray Research UK as

Ahmed Saad, manager of the Polytechnic of the South Bank comter centre, has been awarded a n computer science from Lonsign philosophy of operating ays-



Rutter and Jack Iddon hove

joined Texas Instruments' European digital systems division as senior field sales engineers. Both were pre-viously with General Automation.

Rutter is based at Slough and Iddon

Appointed field sales engineers with Tl are James Cethcart, who previously held a almilar position

with Teleprinter Equipment, and Bill

Rhys Jooas hes joined Jenson Computer Systems as software

manager. Previously he was a pro-ject manager with Data Logic.

William Lowa, previously a senior consultant with CMG, has become

director of consultency services with

John Cookson has been appointed sales angineer for Scotland and the North of England with Calcomp. Previously he was with Compeda,

selling CAD software products.

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Mick Scotchmer of CMG (City of London) hus been promoted from project leader to easociate director.

Doug Ash has been eppointed sales manager of Data Oealgn Techniques. He was previously a sales engineer for Penny and Giles Data Recorders. Jenni Melsom has he

Nick Pollard, e UK salesman with CPP, has been made UK menager, end Cliff Smith, a senior salesman, assumes responsibility for international sales co-ordination as well as for the introduction of new products. Chris Finch end Dave Chamberisin have joined CPP as salasmen. Finch was formerly e salesman with ICL, end Chambarlain was in teleprocessing with Air Products.

Jimmy Aldous, previously account manager with Olivetti's integrated data systems division, has joined Optical Business Machines as a sales executive.

University.

Topics to be covered include: tools to aid production of numerical software; possibility and transportability; internal design of large packages; testing his performance, reducibility, correctness; language design, documentation.

Tomplete copies of pupers, which should not exceed ten pupes, should be sent by December 14 to the Projummer Chairman, M. A. Hennell (NS70), CSS Department, University of Liverpool, Uvapoul L09 JBX, 1cl; 051-708 G022, from

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NOVEMBER 27-29

CAO of digital electronic circuité and systems, symposium. EEC Commission. Hilton Hotel, Bruseels, Belgium. NOVEMBER 28

Computers in engineering. Cheries Lang, William Elliott, Ken Robineon. Institution of Mechanical Engineers. IMeche, I Birdcage Walk, London SWI.

14.00.
Computers and education in the 1980s.
Or William Tagg. 8CS/ACM Chapter.
8CS HQ. London. 18.30.
The key-to-diac inductry. Neville Braine. Institute of Data Processing Management. Inforex, Headstone Road. Harrow, Middx. 19.45.
Oesigning with microprocessors. P. Watkins. IERE E Anglian section. Cossor Electronics, Elizebeth Wey, Harlow, Essex. 18.00.
The rule of lerge computers in the

sex. 18.00.

The rule of lerge computers in the future. Prof Frank Summer. BCS S Essex branch. West Cilif Hotel, Westellif-on-Sea, 10.45.

NOVEMBER 29 NOVEMBER 29
New technology and its effect on CLIM
— laser printers and distributed processing, BCS Microform Group, NCR, 2001
Murylebone Road, Landon NWI, 10,30.
Graph theory and network flow for
effective bounds, Ma A. Hey, BCS Mathe-Computers, the here terence. The Industral VI. 9.13. Detells Mrs. S. matical Programmeing Study Group. Landon School of Economics, Landon

WCZ. 18.30.

The next ten years Hedley Vuysay.
Univac Series 90 Users' Association.
Royal Herseguarde Holel, London SWI.

NOVEMBER 30

nucting, P. R. Consty, El-Debute, BCS, PL/I Group/APL Group London School of Feonomics, Lamilon

WCI. [7.30.
Golting Into computing, for the distributive trades, seminar. NCC/
Computing Services Association. Grand
Hotel, Birmingham, Bonkings, tel: 0011-228

Hotel, Birmingham, Birmingham

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legal, decenhand

truthful

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56721. OECEMBER 4

Office compuling, BCS1+ branch, Electra House, Colons, O Octomanager, Europea (2)
Europes n Ontomanager (2)
Hotel Norge, Hambert, George
OECEMBER 8

Went Bidg, Leleeun hint.
Computer att bis Lut's:
Birmingham brank har hir

Virtual mechine it:"

DI CEMBER 5-7

DECEMBERS

AND WHAT DO YOU SEE Philoeaphy of mahimumbs of miniaturies ion, collogues 1111 institution, Landon Wt 188 to IN YOUR ONE-MAN VIEW LATA ... lion necessary, call of subtle Computers, the set I fini Evane, BCS NW Londer year, Hotel, Greenford, Middell II



MATCH OF THE DAY?



I WAS JUST GOING TO, AS A MATTER OF FACT



BE JOME SORT OF



Several computer firms ore

IN the opening paragraph of our the US, it was incorrectly stated Office Prestel service in the UK. As was clear from the remainder of the orticle, insacmnrkets Pre-stel in the US, and not in the UK.

THERE'S MORE TO LUTON THAN CAMPARI AND THE AIRPORT



Just off the M1.

Edited by Nancy Pocol Cray 1 offered on Calls for papers PAPERS are sollected for the Conference on the Production and Assessment of Name Inches details of Octated to take place on April B-11, 1976 at Liverpool University. PAPERS are invited on april B-11, 1976 at Liverpool University. PAPERS are invited on april B-11, 1976 at Liverpool University. PAPERS are invited on april B-11, 1976 at Liverpool University. PAPERS are invited on april B-11, 1976 at Liverpool University. PAPERS are invited on april B-11, 1976 at Liverpool University. PAPERS are invited on april B-11, 1976 at Liverpool University. PAPERS are invited on april B-11, 1976 at Liverpool University.

computer will be available on a Computer Centre in Zurich. computer will be available from Fides, a subsidiary of Credit hordware at Fides in Zurich December 1 via London United December 1 via London United Computing Systems, LUCS, the Computing System Computing Systems, Locs, the UK subsidiary of United Comment with UCS early this year. puling Systems of Kansas City, The Cray 1 provides 80 million instructions per second of provissouri Cilents will be able to missour. Chemis will be able to compared with a compared with a year by nequiring Calmo of total of 35 mips provided by ali

grams on the system. the other mochines at Kansas The Cray I was ordered by Clty - twin CDC Cyber 175s, ICS last year (CW. September 29. 1977), and has now been in- three CDC 6600s, one Cyber 174 stalled at Kansas City where it and two 6400s. can be accessed from most parts expected to be those with very of the US and Western Europe via Uninet, the UCS network large DP tasks to perform, like dynamic finite element structuthat siso embraces the LUCS

Liveware Saga

interest to the oll rig construction industry.

The Cray I will also be avaliable to clients with Fortran IV programs that are too large for the machine before they install

Most of the Cray i users are

rai analyses using the Nastran

suite, a facility that should be of

Offering Cray 1 services in Europe is part of UCS' efforts to expand its business on this side of the Atlantic, Its European marketing is now being directed by United Computing International, a division with its heed office in London at United House in the City, which is also the new premises of LUCS. The latter runs one CDC 6500 there

Business **Show dates**

THE second International Business Show, now established as a biennial event, will be held from October 23 to November 1, 1979 at the National Exhibition Centre, Birmingham, It promises to be considerably bigger than the

among the 260 exhibitors so far signed up. They include ICL, GEC Computers. This is in cou-Irast to the last IBS at which only ICL of the "mainstrenm" munufacturers was represented.

Viewdata in US

There's the Commodora PET, the APPLE II, the North lorizon, Processor Tachnology's Sol, Cromemco's Z2, Z2D and Systam 3. Togathar with disc drives and terminals and printers and VDUs and all mannar of accessories and books and magazinas. Almost avarything the Personal Computer lover could wish for. So put away the holiday brochures and come along to -

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Apart from exponding geo-graphically, UCS extended its range of services earlier this Sunnyvale, California, which is described as a leading supplier of turnkey systems for printed and Integrated circuit design, mechanicol design, drofting ond mapping. Calma now has its European headquarters at

The ancient art of vulture stuffing

rees of exportise within ICL, but David Roses, a parsonnel maneger with ICL at Putney, is sufficiently knowledgestic shout the encient-art of texidermy that he was able to estimate occurately how long it took to

top of our picture.

Roeves guessed that the stuffing timo was 19 hours and he is seen (left) boing presented with a prixe— a weehand in Paris for two—by Lawrence Alessnder, selee manager of sidisry, Boteman Cotering, ran the guess how-long-it-tooh-to-stuff-tho-vulture com otition at the institute of Personne Janegars conference et Herrogete

time is made at the more impressive by the feet that the vulture was stuffed 100 years ogo, and Batoman Cetering had to bring in an expert taxidermist before the competit

Cadbury Schweppes uses OCR for remote online data entry

REMOTE online data entry Cadbury Is the System 70, which a iBser beam acanner and a System 70 is interfaced with a tising OCR instead of keyboards is built in the US by the Cognish heing images of Harris 8170 intelligent terminal is heing implemented by tronics Corp of Stamford, Conrejected characters so they can system linked online in IBM 3270 Cadbury-Schweppes at its de- necticut, and sold here by Cog- be inspected and re-entered by compatible mode to Cadbury's "conventionol" computers, and other potential users include would-be Cray I purchasers wanting some experience with the machine before they listed an order forms by sales under the country. Two depots already hava OCR equipment reading sales data hand-be cray I purchasers were reading sales data hand-be company.

The machine before they listed the field of the country. Two depots already hava OCR equipment reading sales data hand-be company.

United House In London

The OCR kit being used by costs about £50,000 and includes

The System 70 configuration

System 70 can read OCR A and OCR B upper and lower case as well as numeric handprint.

At each Cadbury depot the handles order data entry,

IBM 370 mainframe system at its Bournville headquorters. The display terminals on the \$170 are used for interacting with Bournville while the System 70



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Consider what the "Silent. 700°" Model 743 KSR offers. True microelectronies – and their 30-cps throughput. Near-silent operation. Built-in reliability. Anda printing – il's easy to see how remarkably attractive volume price. The 743 KSR Terminal gives

you a true 30-cps throughput because incoming data is buffered. It uses non-impact electronic printing to give virtually silent operation. And the latest TI microprocessor technology gives it enhanced reliability. Optional features include

upper/lower cose and APL keyboards, and there is also a ... receive-only model,

With TI's experience in printing - it's easy to sec how the 743 KSR earns its reputation as a fuss-free terminal in the great "Silent 700*" tradition.

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the way they describe their pro- promises made by manufacturers to ducts? Do their claims, sa exprassad users. In this erticle Nicholas Entickin brochures, solvertissments and nap takes an in-dapth look at the similar publicity, stand up to closs way on a potential user rasponded to scrutiny? The recent BCS survey of the ennouncement by Digital Equipuser requirements (CW, November ment of its VAX system.

How securste are manufacturers in 2), was highly critical of some of that

Can you believe all you read in brochures?

By Nicholas Enticknap

teleprocessing systems.

iN the course of carrying out a detailed survey of miniconputars to find a system to be qualities of the VAX; ita billing used in its conception of "disperaed data processing," the Scandinovian Airline System found considerable discrepancy between Digital Equipment's claims for its VAX-11/760 and

A report on the SAS findings hus been produced by Henry Norman, a systems programmer working on the project, and he is severely critical of the way in tran applications that the inwhich DEC has presented the dustry has ever produced."

96; an auto-

sell contained

provides ttaxi-

bility and rapid

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reproduction of tiche on

paper in seconds. More

oconomical than a tela-

processing tailminal, that

A.M. 96 stores vast amounts of

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as a 32-bit machine, and its claimed compatibility with the PDP-11 family. The report gives detailed arguments in support of

He is guick to stress, however, that he is not attacking the VAX-11/780, only the way It has "it is probably the best i6-bit

Henry Norman sent a copy of

He argues that the description A.M's push-button-easy alternative to overpriced

> stating specifically that the docs DEC coil the VAX a 32-bit

Having aaid which, he points out that although the data path width is 32 bits, the physical address range is only 30 bits. giving a maximum addressable storage of one Gigabyte (1,024 Megabytes), which is only one

quarter that of a 32-bit range. Thia size then has to be divided into two, as half this theoretical size is set aside for i/O registers. The maximum physically available alze is thus 512K bytes, one-eighth of the

Norman concludes that the machine. He has in fact got it wrong, but it is o good example I how labels can misicad, and now readers need to be clear about the implications of seemingly atrolghtforward machine characteristics.

inition. The handbook does in-16 bits, but this is a semantic

larly, eight bits is called a byte, and four bits a nibble. types of progrom which are in-

DEC's own justification for compatible, such as userdescribing the VAX os a 32-bit written 1/O drivers and pro-



bits wide. Another way of de-

fining the same thing is to say

that the bit width of a machine is

equal to the number of bits you

Leaving aside physical con-

siderations, there are two major

defines the accuracy of com-

maximum physically addres-

sable program size. In basic

form, a 16-bit machine can only

address an area of 216 words,

which is 32K. With 16-bit sys-

tems which have some kind of

memory management system, such as the PDP-11/34, the

maximum attachable memory is

128K words, but the maximum

reduced for various reasons to

S12K bytes, As, however, the

can put in a program counter.

in complex computations.

Norman takea DEC particu-arly to task on two important the time he contacted us, in October, he had not evan received an acknowledgement. far less a reply. DEC, however, has told us that a high level reply is being prepared at its head-

> As the points raised by Norman are of considerable interest, not only to potential VAX users. it is worth considering them in some detail. First, the 32-bit appellation, which Norman describes disparagingly as a

seconds vie

simpla push-

button operation

lor viawing and

reproduction. Want to

now more about the

A M. 98 and other

A.M. microfiche record

Compatibility is rarely abaclute; and never ac between one machine end another of fundamentally different erchitecture. It is therefore a question of reletive compatibility."

quarters in Maynard,

"32-bit" ought to apply to the word length ond quintes the VAX architecture handbook as machine? Norman assumes that this refers to the theoretical ad-

Bearing all this in mind, DEC is entitled to coll the VAX a 32-bit machine, indeed more so than some other manufacturers. which have machines with 32-bit data paths but capable of operating on no more than 16

bits in parallel. On the question of compatibility, Normon is on stronger ground. Compatibility is rarely absolute; and never so between one machine and another of different 32-bit maximum. quastion of relative com-

make up his own mind about the problems he will encounter and what they will cost him. programs depending on services from ony operating system of the first property of the fi Norman's first point is that nil from ony operating system other than RSX-11M cannot be The first point to clear up is transferred. (He assumes, corthe question of DEC's own derectly, that the S, D and +

variants of this operating system deed define the word length as are included.) Even progroms within this rather than on architectural de- category, he adds, ara not necessarily safe. He quotes the Fur DEC, a word is equal to 16 DEC liat of RSX systems direcbits, whatever machine is being tives which are not supported on referred to. A unit of 32 bits is VAX, describing it as "long" and defined as a double word. Simi- "by no means complete," and

maximum number that 32 bits is the grams which use the PDP-11 maximum number that can be floating-point instructions. operated upon at any one time in DEC readily agrees that RSXparallel. Thus all data paths: IIM is thatoply operating system throughout the syslem are 32 emulated on VAX, and that

RSTS, RT-11 and Mumps are RSX-IIM users. For those that are not, DEC offers Bliss-32, which ullows the user to write

mplications of a bit width. First, his own operating aystem. It also points out that programs written in RT-11 Fnrtron. putation. The ability to operate RSTS Fortran and RSTS Basic on 32 bits in parallel gives a much higher degree of precision are compatible, except for those which moke resource chils on Secondly, it constrains the the executive.

The unsupported RSX system directives (there are 13 listed, out of a total of 53) are, says DEC, mainly concerned with the memory management system referred to above. These are not necessary on the VAX because of its 32-bit word length, so the user merely has to delete them.

Nonetheless, one is left with a individual program size is still restricted to 32K words. residue of incompatibility, furthermore, the cumpuny With a 32-bit machine, the specifically says II is senseless to maximum theoretically addres-sable memory becomes 24 run Fortran programs in compatibility mode - they should words, which works out as four be re-complied to run under Gigobytes. As Normon nnints native mode as the performant out. In the case of the VAX this is advantages are so great.

DEC's own experience is that In compatibility mode, VAX has maximum available memory is 1.2 thms the power of an 11/70, only eight Megabytes, this constraint is irrelevant. In any cose, while in native mode it has 11 times the power. try Imngining a single S12K byte

Recompilation is not exactly

. . elthough the dete peth width ia 32 bite, tho physical eddress range le only 30 bita, giving e meximum eddressebla storege of one Glgabyte which ie only one querter that of a 32-bit

arduous, hut if it's necessary can architecture. It is therefore a compatibility really be claimed? This analysis shows that comdifferent levels (and we haven't ; To get a clear even touched on hardware compatibility). For many VAX customers, conversion will be a minute of the user must not result?

tomers, conversion will be a mi-

require careful reorganisation. Even when and the can into account he can into account he can be can A superficiol judgment on misled. Discussions these arguments might be to call it one-all, and leave it at that But part of any evaluations.

ween a supplier and a customa it culls the whole nature d manufacturer-prospectormunications Intoquestion.

careful evuluation before:

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However, the value of pt. the Press says depends here

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and specifications, as Nonth

experience shows One said

tions were quite unequi

but this article demon

The point here is that?

me installation.

ROM expanded from the previous 4K to 8K to hold an The bit-width, which ou improved recognition program might think was a matter of with more space for arrays straightforward fact, luns co giving information on the to be a mutter of intervenie acoustic features that are likely so much so that it is peaked to occur. The new program also nrrive at a wrong conclusion uses a dynamic programming The question of compact algorithm which compensates led Network Communications which one would expent! for variations in timing in the relative, turns on lone

spoken input. The Threshold 600 is a tolety pe replacement terminal which lins a VDU version and a 16 digit theplay version it has a vocabulary range from 64 to S00 words or phrases, and outputs n customed code or an ASCII chameter string serially through n "Already, we are cumpleting a leletype compatible 20mA cur- network system fur a joint Barners foop or RS232C interface.

A Commodore Pet is linked to ject in Suuth Africa, and have the basic 500 unit in the Threshold 650, which sells at Anstralia, New Zealand and 66,000 and has been supplied to a lisrael." major plastics company.

A potential customer for the lower priced products is systems house Arbat of London which sors as network nodes. has already been running trials with a Threshold voice data en- South Africa, Jack Clarke, ry device for about 18 months. reported this month that the A spokesman said Arbnt was amount of new computing interested in the leminals us power delivered by his company alternatives to keyboards and touch screen devices in command and control applications invohing non-numeric data enky. The competition with low ost devices such as keyboards meant that the market was improvement in computer tech-

likely to be responsive to price improvement in comparison incloses "rather than a function incloses" rather than a function Performance with numbers computers are becoming smaller was not so good, he said, since and less expensive os well as voice entry of one digit of a time and less expensive are selling was slower than keying. much faster, he explained. whereas letters could be entered as a word or phrase at a ting.

For viewdaria users

THE first issue of Viewds is and TV User is out now, A quar only magazina, it cantains, the official Pressel directory and index to the subbasis. index to the aubjects covered, years well as enticles ebout viewdats and teletaxt and other took for talevisians like TV

gemea and es a homa computer output device.

tt is sent free to eli Prestai

Earlier this year, however, the

picture was not so optimistic for

users, or by subscription et £2 o year, from Viewdate and TV Usar (CW), Oekfield House, Porrymount Rood, Haywards Hosth, Susses RH15 3DH.

Fibre optics range launched

FIBRE optic products from Lee Green Precision Instruments' subsidiary, Fibre Link, will be distributed in Germany and been an international move in been an international move in

tors for use in transmission at 5M bps over a 1.5 Km ranga.

the opposite direction when The distributor was signed up sidiary of a Swiss company, time for the was signed up sidiary of a Swiss company, in time for the Electronica and Fibre Link's answers, and and Fibre Link's range of pro-ducts was shown fon the first-line in Germany of the first-wave Exhibition. It showed a tion. The ranga includes one new type with a clamp like a ceivers, fibre cable and connect on Dikington fibres. ceivers, fibre cable and connecbased on Pilkington fibres.

Texas' portable bubble memory terminal aimed at newsmen

bubble memory terminal, necording to volatile, Texas Instruments, the firm that builds

cause its bubble memory — up to 80K papers in the US already use the 765, and

terminal

prices cut

reduced prices is announced by

Middx. Starting at £5,500 for the basic Threshold 500 processor,

the range goes up to £42,000 for the Threshold 5400, a four ter-

minal stand-alone or antellite

system with a 5M byle disc, a

printer and some applications

software for standard reporting

functions. The previous starting

Their terminals use the DEC

1.51-11-based Threshold 500 pro-

cessor with 4K of RAM, and

price was £7,900.

NEWSPAPERS represent one of the most enliting text that is more reliable and online to the newspaper's enuptiter sysmen and Dugens Nyheter, Sweden's the UK for the Model 765 portable which, unlike RAM, is completely non-

Text stored in the bubble memory can be transmitted to the newspaper niffice using the terminal's acoustic coupler solled to use by newspaper reporters at linked up to a normal telephone handset. It says that more than a duzen news-

WHILE action by UK trade

unions and the Anti-Apartheid

ICL's operations in South Africa,

according to businessmen in

15), it appears that US computer

companies are remaining

relatively unscathed by the

American government's ban on

the shipment of computers

enjoying increased business in South Africa are IBM, which

reports increased deliveries, and

Control Data, which has formed

n new telecommunications soft-

CDC's new South African

subsidiary has been set up to

demand in the indigenous

market a suftware package cal-

System that has taken two years

Africa.
"NCS is a self-standing,

pucket-switching actwork sys-

tem that uses the X25 com-

Piper, manager of the new divi-

sion, told Computer Weekly.

clays Bank/Standard Bank pro-

sold it overseas to Denmark,

NCS is based on CDC Cyber

The managing director of IBM

So far this year is up by a massive

Although declining to divulge

details of actual sales figures.

Clarke did say that the increase was due to "the aktualshing

250% on the figure for 1977.

is minicumputer hardware and

municalions protocni," Rahin

o develop locally in South

The division will specifically

telecommunications market.

ware division.

Two US companies currently

Movement threatens to hinder

bytes—provides a means of storing and that in some cases text is transmitted

Voice data CDC and IBM grow

in South Africa

businessmen feared the worst

from the Carter Administ-

ration's embargo un the export

of US computers to South Africa

This move created marketing

problems for American com-

puter manufacturers and there

was a swing away from them to

For ICL this was good news,

and during the financial year

UK and European suppliers.

(CW, November 1).

tem. Otherwise the story can be printed largest evening and morning papers, resout by a receive only terminal at the pectively newspaper office and sub-edited and typeset in the conventional manner. Union attitudes mean that the latter method will almost certainly have to be used universally in the UK, according to

The first European newspapers to use

US companies, as South African managed to capture a £42 mil-

ended September 30, 1978, it towards South Africa.

lion chunk of the systems mor-

ket in South Africa, accounting

for about 10% of the group's

worldwide business for that

But the feeling among South

African businessmen now is that

there could be a re-estabilising

of the situation in favour of the

US companies if trade unions

and "groups of political nglta-

Thin the UK says that one provincial newspaper is currently using the 76S on a trial hasis. The 76S is the latest model in Tl's well-known Silent 700 rnnge of 30 clips thermal printer terminals and has just been reliunched in Europe, serious delivery problems having dogged the

sing Meagement and the consultancy firm Langton Informa-tion Systems are jointly spon-soring an assay compatition on "The prectical implications of

distributing computing power." A first prize of £300 will be awerded, and the winning en-

tries will be published both in Computer Weekly and in a book to be produced by input Two

Nine. Esseya are to be betwee

2,000 and 3,000 words long

aspects of the benefits and pro

otems of distributing computing

hed from the IDPM at 12 Hen-rietts Street, London WC2E

Mostek to second

FOLLOWING the decision of Zilog to go with AMD as the second source house for the Z-8000-16-bit microprocessor (CW September 7), Mostek has had to look elsewhere for a th-bit device to complement the Z-80 makes under licence from Zilog. It has now settled on finel, and the company is to munufacture and second source the Intel 8086 micropruceasor.

Mostek's version will be produced using its Poly 5 MOS pro-cess, which is broadly similar to the HMOS process used by Intel to manufacture the 8086. There are differences between the two. however, so Intel will not be supplying Mostek with masks for the dcvlce.

One reason given by Paul Mayes, Mostek managing director in the UK, for choosing the 8086 ofter the selection by Zilog of AMD for the Z8000 is the general similarity between the

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Central Computer Agency, Room 822 Riverwalk House, 157-181 Millibonk, ONDON SWIT

Dr Robert Helkes, who electrified the Notional Computer Coa-

ference in Analielin, Celifornia earlier this yeur with a speoch

condemning the lack of software skills as a block on the develop-

ment of technology, has left Motorola Semiconductor following a

philosophical disagreement" with the company.

He was with the company for

iO yeurs and was vice-president

and assistant group executive

iuna Barron, co-founder in the UK of the NEB-backed inmos,

looking out for sealor people

Edited by Martin Banks

Changing jobs?....a guide for

consideration the salesman should make when thinking of changing job is whether his pre-sent dissatisfaction is necessarily resolved by moving to another company. The reflex action of seeking a new employer without first discussing the situation with a direct superior is a very negotive and often destructive act: o salesman with a recard of sales success is generally a much valued employee and thera are very few situations where an employer is not prepared to bead over buckwards to resolve the salesman's

Revised targets, amended reinuncration packages, early prumotion, reorganisotions, special bonuses, etc are always possible when circuinstances demand it.

There are also other considerations to be made in the context of the saleaman's current employment. Has he completed the task he originally agreed to earry out when he joined the company? Does the length of his service suggest that he has allowed sufficient time for such a job to be carried out? indeed. haehis service been long enough for him to know truly his product and his company and be be considered in the context of promotion or personal advance-

meat of any kind? Short terms of service look bad on a curriculum vitae and the general reaction of potential employers is that a brief lob span is a function of employer rather than employee dissatiefaction. It is a recurrent phenomenon that the contrary is also true, for in interviews, short-term employment is always justified by candidates in terms of their own disagreement or disenchantment with the company.

Try as one might, a professional recruitment counseilor has no method for revealing absolute truths, and neither has the potential employer, other than the efficient simplicity of Indeown company we have formal tests, intorview techniques and the application of extensive sales and marketing experience, but these applied in the context of truth, ethics, industry, common sense, initiative and trust con at best identify only the tlps

of icebergs.
It would therefore make life so much easier and earoer/ vocationol guidance eo much more effective for the individual eandidate if his justification for leaving n job prematurely, or even ofter an acceptable length of eervice, could be viewed by him from his employer's point of view as well us his own. If he got the seck because he fuiled where others succeeded, we need to know why.

Armed with such knowledge we can direct him to a company which has the menogement skills to counter whatever inadequacy caused the foilure or

ulternatively avoid u job where process, and obviously one the same factors could generate where an effective recruitment the same problems oil over counsellor is better qualified to

So, when the salesman in an interview is in the position of able of logically evaluating his having to justify a short span of own career so that at least he employment, or ladeed any knows what kind of job with questionable aspect of his career history, then there is no alternetive to the truth. Truth will not only make it possible for the recruitment counsellor to do his job more effectively but also enrn respect in the eyes of e potential employer. In circumstances where a salesman might disqualify himself from a poten-tini job by being truthful about his career history, it is probably a job he is best wil hout onyway.

The risk for both employer end employee in the job-change situation is considerable. no metter how attractive the pictures of future hermony and satisfaction painted by both partiaa might ap-

Of course, most salesmen who decide to look for another job have achieved their peraonal objectives with thair present employer and have decided, for whataver reason, that their best career opportunities are ilkely to be found elsewhere. in this situation there are many serious considerations to be made, it has to be apprecisted that "You don't know people until you live with them" and therefore the risk for both employer and employee in the job-change situation is considerable, no matter how attractive the pictures of future harmony and eatisfaction painted by both

parties might appear. Having decided to seak new pasturea, thare are some logical considerations for the salesman to make in the context of his future career. Blind aaptration is seldom an effective vahicle for making a progreaeive career

Step.
The first stage is for him to enalyse the pattern and relative success of his career to dote in the context of job function, technical and commercial applications, computer hardware end services, paat employara and vocational satisfaction. This is essential in order to idantify any shortfall in axperlance, skills which are already proven, and the type of occupation and company most likely to aug-ment the shortcomings, axploit the known capability and offer the kind of job which will prowhere he is most likely tu ba

happy and therefora successfui.



By Alan Williams

As eutumn and Compec draw near, meny selesman bagin a "musical cheirs" senson of job chenging. This is a phasamanon that hee baen closely observoil for many years by Alexandra and the seles and the that hes been crossly observed on the sales scass have baan appearing in the Computar Weakly Sales Bit column for over e year, under the nema Trader.

Williems is a director of SMR Salas and Marketing Recruiters Ltd of Tavietock Placa, London WC1 and a contul ent with Sales and Merketing Sarvicas, en assacistion of companies providing markat resaerch, selec training, promotion and racruitment sarvieas to the computar industry.

Previously he had wide exportance working in salas and marketing positions in the industry and, on the questies of job hooping, he observas: "It is probably true that saletnen baing naturally anthusiastic and optimistic creatures, at the sasiest people to sall to. Thay are elweys esgar to see the benefits and edvantagas of e proposition end so it is relatively assy to aell a 'bum' job ea the 'opportunity of a lifetims'."

Williams discusses some of the fundemental considerations ha believes salesmen should make to ansura thay are going in

to be asked: "What will be the

eifect of the 'commission

trough' on my income". The

process of leaving a cospus

usually means shandoning

port folio of prospects and str

ting all over again. This is when

the duration of the sales cycler

the new company's producth

a particular significance. They

no point in a six month me

mom guarantee against tale

commission if the period ba

ween first contact and myment

of the hill is typically a year. &

sure to negotiate a guange

against sales commissionville

is reasonable in the conci

Relucation is also a conv

ution not to he underestime

do not incan in terms of la:

friends, changing school,

Any salesman who is not?

should never be in the job!

of mobility meons a dist

reduction in promotional

spects, and more particular

refusal to move to London at.

the Hume Counlies at ser:

time, generally means goods!

The main factors to bear

mind are housing and un-

from the new job at least office.

the extra costs of greater non

ginge repayments and the past

Sometimes the process t

changing o job can be confust

and u source of consident emotional pressure. This but into the final and more

Important points: Whatever

promises und potential of L

prospective job, a sale

must be sure to make that

sion which in the long term

be to the best advantage of

family and not to career or a

pany alone. And when he s

the crucial point of "

job?" or "Shall I go or stay" best adviser of all is usually

wifa or parents. They may it nothing about computer in

strengtha and weakness

employer or recruitment aultant what kind of job aultant what kind of job

bring job setisfscion of

know better that it

of commuting?

the normal selling cycle.

salesmen on the move job". Gets you where you live,

Basically, there are only two make a judgment. However, the answers: "Sorry, but I haven't salesman should be just as capcompleted this job yet" or "Okay it doesn't cost anything to telk, but before I do, give me a broad description of the job and what kind of company he ought if it fits my own assessment of to be seeking. If subsequently what I really ought to be doing the sovice of any recrultment aext, I'll take your invitation counsallor ehould be at odds with the salesman's own con-Another point obout the ego clusions the likelihood is that aspect of changing jobs: everysomeone is trying to "sell" him ody wants to be a manager, at the wrong job. Having eaid that, east almost everybody. It is difit is true that the onlooker often

sees most of the game and an

experienced recruitment con-

sultant can sometimes see rea-

sons why an apparently uncon-

ventional job change is really

the best step to take; but his

justification had better be good.

Other factors which must also

be considered are the duration of

each stage of his experience and

tha progression of his career to date, is the job he is considering

a logical next step? Does his six

months' experience as Bursley

and District field sales manager

for the Blg Brother Computer

Company really qualify him for the post of national sales

tomorrow, and ego trips.

Many of the first category ara

apparently "getting in on the

ground floor 'job opportunitlee.

in Europe", "A new turnkey

systems house with a product

hesvy enough to conquer the

world" - that kind of thing, I'm

"You may only be a salesman at

first, but by 1996 you could ba

branch managar for Orkney and

Shetland". Sometimes this typa

of situation can be exactly the

right thing for a salaaman, but if

context of logical caraer pro-

someone alse.

gression it is probably bast to

give the "chance of a lifetime" to

We are all ausceptible to ego

boosting job opportunities whether the stimulation comes

from the status of the job or the

sylvan tongue of the smooth.

talking headhunter. "Good

moming Mr Potantial Fee, my name is Burke Hare of Body

Snatchers Incorporated. We are

looking for a vary epecial and

talented person for the moat

t doean't make senae in tha

A US company just eetting up

ficult for a salesman to resist the temptation of moving to a new post which includes that magic word "monager" in the job title. In this circumstance there are several considerntions which need to be milde: is the company able to give adequate training in the management skills which will be required; why is there no internal candidate able to take on the job? don't they believe in "growing" their people?; what will be the attltude of existing steff?; ls lt really a managemen job? will there actually be people to manage or will the job involve only responsibility without authority? Perhaps it's a one man team and the salesman

manager for the Rinkydink Smalltime Systems Company? is One final point on the ego the career step within the reach angle. Being headhunted is of his proven capability or is he rather a pleasurabla experience. After all, it confirms what you going to fling himself into such a morass of unknowns that he always thought anyway — you must fail before be even geta do a pretty good job and the around to doing the job he was word has got around. Don't deactually recruited to carry out? pend on it, that's not necessarily You would be surprised at how direct search methods come of the amazing, evep operate. Most companies inbizarre job changes some selesvolved in recruitment are ethical men are perauaded to take on. and conscientious people, invsriably to their ultimate whichever methods of recruitregret. Such mistakes generally fall into two categories: jam

ment they may use for a given However, as in all businasses, there are exceptione. Such daviation is most likely to occur under the guise of "headh unting". In my opinion it is not ethically possible to "headhunt"

be e manager — et ieest aimost everybody. It is difficult for a selesmen to resist the temptetion of moving to a new post which includes thet megic word 'menager' in the job title.

salesman. Tuning-in a apecific individual as a function of a detalled job epecification hardly Rally held this week are being seems to be plauaible in the con- provided by an NCR 8250 NCR 796 video tand text of the industry's 5,000 or so minicomputer system eited at Press Rooms territory saleaman all basically the Holiday inn. Birmingham— the rally's headquarters. As each car completes a stoge. where he is most likely to be twe analysis of the industry you have been identified as the only that is not always a simple to consisting of the industry with the process of re-addressing past candidates. So, if the recruit man who could possibly do that the process of re-addressing past candidates. So, if the recruit man who could possibly do that ment organisation which put the process of re-addressing past candidates. So, if the recruit relives a stoge, the process of re-addressing past candidates. So, if the recruit relives a stoge, the process of re-addressing past candidates. So, if the recruit relives a stoge, the process of re-addressing past candidates. So, if the recruit relives a stoge, the process of re-addressing past candidates. So, if the recruit relives a stoge, the process of re-addressing past candidates. So, if the recruit relives a stoge, the process of re-addressing past candidates. So, if the recruit relives a stoge, the process of re-addressing past candidates. So, if the recruit relives a stoge, the process of re-addressing past candidates. So, if the recruit relives a stoge, the process of re-addressing past candidates. So, if the recruit relives a stoge, the process of re-addressing past candidates. So, if the recruit relives a stoge, the process of re-addressing past candidates. The process of re-addressing

also charged your present employer a substantial fee for doing so!) gives you a cnll and asks you to consider a new job - do yourself and the industry a big favour: tell them to take a running junip, no matter how

sppear to be. Another career aspect for the salesman to consider is the Impression given by his curriculum vitoe to date and the effect the new company he is considering will have on the overall pattern of employers.

tempting the job offer might

Any salesman who is not mobile should never be in the lob. Lack of mobility meens a drematic reduction in promotional prospects. end more particularly refusal to move to London end the Home Countles et some time, generally meens goodbye top job.

The emotional effect on potential employers of condidates having worked for the right companies in the wrong order can be detrimental ond should always be borna in mind. On the other hand the sequence of employers on a c.v. is of fur less consequence thun the appearance of u hlue chip computer company or two somewhare along the line. Mind you, euch rarified experience will get little mileage if it is of leas than three years in durotion per trip. We aiways aak our candidatas to view their next job from the artificial standpoint of a possible subsequent job, looking back in time and asking the simple further my career in the context of the things. I move about prising about company they know about prising about p queation, "Did that job really of the things I really want to achieve in my life?" For the next lob to be right the answer to that queetion has to be an unqualified yes - not "mayba" or 'It can't do me any harm and I could earn a jot of bread!"

notively result in a new breakdown. NCR mini speeds **RAC** rally results

UP-TO-THE-MINUTE reaults into the 128K byte system for each stage of the 1978 RAC updatoa the position and Rally held this week are being flashes a leader house in the control of the con

to a micro future

To a lorge extent this explains

In the UK, the systems are

almost wholly confined to pro-

fessional use. Because the

average engineer in the US is

earning 2,5 times as much as the

UK, he probably has i0 timos as

much spare cash to spend on a

computer that costs him only

Although there are mony

other bus structures competing

successfully for the same mar-

ton popular und does not suffer

from the disudvantages of being

confined to the restricted pro-

A rather telling point is the

available to enable other sys-

way, in over two years using

mnny S-100 boards, i have en-

with the system, but none of

Ohviously the hus is not ident:

The i00 pins, which are

claimed to be excessive, are

spare plns being ideal for dave-

loping your own hardware to fit

u de focto standard has proved

to be a coup for the 8080 Z-80

reloted family chips over their

bean through thesa personal

As soon as they sit down and

inclinations will be towards the

The valua of this indoctring-

The acceptunce of the S-i00 as

problems of the bus,

in the computer.

ducts of one manufacturer.

S-100 bourds.

half as much.

tems in the two countries.

between the processor and the

outside world of peripherele,

memories, terminole, etc, the bus

pleys e vitel role in the composition

of micro-based systems. In this

has become the nearest thing to access time costs only \$700. a standard for small general Unfortunately for the UK, purpose micro-based computers, very little of this equipment is started off life with no such premanufactured here and, for a long time, this has meant that dollar prices in the States are tronslated directly into pounds.

tensions. The original bus was designed by Altair sround the Intel 8080 hipas a completely parallal row accessed by i00-pin connectors. It is physically similar to intel's the different usagas of the sysntellec microprocessor davelopment kit but, historically, hoa seen orleated more towards higher lavel languages.

MICRO NEWS

The 8-100 has become standard for

most of the major menufacturers of

amali computers, microprocessor-

based small computers, boards end

softwere. As the mejor interfoce

Altair's first systems suffered from power supply problems and, before it could correct this, a second firm, Imsai, moved in with its own version. These computers were supplied with Basic and fairly good assembler language syatems, including de-

ket, of which the Apple com-Other firms moved into the puter is probably the best known market with variants. in the UK, none of them has For example, the Poly 88 was been able to generate such a designed to use a TV as a video terminal and a normal Philips "band-wogon" effect.
An assiduously spread myth is cassette for mass storage, prothat there is something "wrong" with the S-100 bus itself, indeed,

riding a very chesp system. In the US, the concept took off there is, from the point of view of immediately, and tens of thounon-S-10tl manufacturers; it is sands were sold within two years, in general, they were bought for parsonal use.

However, bacause the professional classes in America take much more intorest in technical developments, these users included large numbers of doctors, lawyers, etc. who were interested in applying the systems to their practices,

Very quickly, many small US firms started making specialist boards for the bus real time clocks, A-D boords, nemory cards etc. Often these hrms were one or two men working part-lime from home hut ying years of knowledge lcked up from working proessionally in the computing

This probably accounts for the problems are negligible advanced features found on some of the equipment.
Other amail busineases pro-

duced software of all kinda, saguages like Fortran, Ex-tended Sasic, Pascol and programs for business work.

There are now about 100 US Macturera of boards for the S-100 bus. To describe them in detall would be impossible but a small selection of intereating cause the first introduction to boards includes modams, mains ontrollers, speech generating thousands of Americans has boards, speech recognition bards st \$199, PROM programmers, image storage carde, disc confrollers and (ICL watch out) nory board (for \$525).

start writing assambly language The intense competition has ware they are committing esuited in extremely sophistithemsolves to the Intal and Zilog

cated, very cheap boards.

For example, it is possible to move into firms ond choose move into firms on the firms on the firms on the firms of the firms on the firms of the firms on the firms of the firms of the firms on the firms of the firm thidala, on a single 10 x 5 inch fundamental two RS 232C aerial ports, two parallel ports and 10 timers for less than \$185. The baud rote is software programmable up to Intel-Zilog family. ls softwara programmable up to

Memory is also vory chaap; actual sales velue of production all the S-100 boards. Dutch house offers floppy disc management AlmED at the growing market

AlMED at the growing market for microprocessor-based bualness systems, a Basic compiler and nopsy disc file management tail file funding index asquantial file funding is on offer from the software runa in 20K bytes with the Motorola 6800 and in

under 32K bytes on the Intal ahoreholdings if they leave the

tha UK, Pranca and Eire, and is Weat German company Devid antirely owned by its employees, Who have to relinquish their system (CW, November 9)

Hollond Automation is e 21.25 is eliredy widely used on the million software house based in Continent, being the one mar-Dordrecht with subsidiaries in keted by the highly auccassful keted by the highly auccassful

erticlo, DR RICHARD STEVENS. Motorola's Dr Heikes discusees how the S-100 has helped to provide low cost smell quits in 'disagreement'

computers with some surprisingly sophleticated capebilities. Driving the S-100 bus

UK maaufacturer hos takca up system and similar S-100 systhe challenge of making hoards tems are certain. or boxes for the bua. I am afraid that this reflects is the absence of on equivalent of Iatel's la Circuit Emulator.

rother badly on the UK spirit of enterprise because there cer-UK manufacturers would rather cultivate thair own little

garden than face up to US com-

petition, evan when the Amerimicros by intel and Zilog will Caus have their hands tied by the provide problems for the S-i00 import prices. By producing one nr two special boards for the UK market and interfacing to u US system, a British firm could have o small system better than sny

home-produced without the drag of requiring software devement, disc systems etc. When a British firm made a "look-alike" UK version of the Poly-88, it took the weak step of tising its own his and having a restricted product rather than

make an S-100 version. Even now there is a need for a S-100 hourd that produces a TV video signal (black und white und/or colour). If a firm merely produced the

cinpty S-i00 box with powar supplies and a reset button and out a US processor in it, there computer but it will not have the would be a birge market. The US flexibility. number of conversion kits simply couldn't compete with our cheap labour. The muln problem about the

tems, such as the Pet or the Tundy Store committer, to accept bus is that the products from one manufucturer are not always As for as 1 know, no-one immediately compatible with makes a board to go the other those from mother. This is usually only a bother

when somothing exotic le countered plenty of problems attempted, like using a North Star disc with a Poly-88 hus. these was related to physical Unusual bourds, for example for recognition of input speech,

are usually designed for one Sit lacks hi-directional lines and minor modifications that muy be the power supply lines ore too close together, but the practical regulred for others. Surprisingly the two original

minifucturers, Altoir and imsal, have disappeared up-mark of highly desirable for flexibility, and are both concentrating on turnkey husiness systoms, still with S-100 boards, at correspondingly high (\$5,000) cost. They have been replaced by a host of firms, many of which, such as Cromemco, North Star, Horizon, Poly and Vector, have agents in Motorola 6800 competitors, bethis country.

New S-100 equipment in the next year will undoubtadly be omong the first to take advantaga of technical devalopments. The advantages of a bubbla memory board are obvious and the use of eight of the new Texas programs or interfacing hard- chips would give 256K bytes of non-volatile, fairly fast acceas

Electrically erasable programmable (EAROMS) are now beginning to challenge ultra-violet eraaable PROMS and this would be a useful product.

One gep in the S-100 repertion probably far outstrips the toire is the lack of a large actual sales velue of proceasors: capacity disc atorage, probably reflecting the original blaa

system because of the complication of extrs pin requirements This will apply to all development kits designed for 8-bit processors. Meetings have already taken

Probably the biggest gap of all

a clever device which enables

the gradual transfer of control

stand-olone hardware.

m the development kit to the

The Introduction of the 16-bit

place and there is a lively dialogue taking pluce within the omputer magazine Byte, about fitting the devices on to old memory. An IEEE standard S-100 bits should be defined soon. To sum up, the S-100 system is ideal for anyone who

would like a small computer for stock control, process control. microprocessor software dovelopment and access to high level languages at a system cost of between £1,000 and £4,000.

For some of these tasks, it is possible to buy a basic non-i00

ports on sald that the company was

and that he was awara that Dr Heikes wus aveilable. Barron admitted an interest in Dr Heikes, mainly because the American has well known pro-European attitudes. He uaed to be European vice-president of

Application

when he left.

OFF-THE-SHELF application packages for a wide variety o ousiness applications have been introduced in the US by Ohlo Scientific for users of its floppy disc and fixed disc microcon puter systems. Said to he based on a database management ava tem called OS-DMS, the library of programs is end-user oriented and meau-driven and includes an online inquiry program called Query, Suggested price of the oftware is \$300 per application.

Eight 1/0 board update

A NEVV B-100 interface board with eight input-output ports is swallsbig from Thinker Toys of Barkeley, Celifornia. It is called the Switchboard, and all eight parts on be switched en bloc to say here of direct divisible by any base oddraes divisible by sight. There are sockets for 4K bytes of EPROM and 4K bytes of RAM which can be switched to any base address divisible by

The four parallel ports can each be switched between input or latched autput, the two sariel R8232C/TTY ports can be switched to eny of 16 date rates from 110 bps to 19K bps, and seah line in the strobe port and the attentian port, used to ectivate output and input date transfers, is switchebie between pacitive and negative pul-

Priced at \$199 as a kit or 6259 assembled, it is not yet on offer in the UK.

Japanese reply to US critics

JAPANESE and US semiconductor manufacturers are meeting next week to discuss American criticism of Japunese semiconductor sales in the US. The meeting in Palo Alto, California, will be attended by a inission from the Japanese industry consisting of Nippon Electric, Hitachi Machinery, Toshiba, Fujitsu, Mitsubishi Electric and Matsushita Denshi Knevo.

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Participative systems design

For a system to function effectively, it must



Part 3-By Enid Mumford, Frank Land and John Hawgood

A technique of perticipetive systeme design hes been crasted by the specialists in computers and systems menagement: Enid Mumfold, of the Menchester Business School; Frank Lend, sanior iscure he computers and systems enalysis of the London School of Engagements, and John Hewgood, director of the computer isboratory at Dunes. University. In e spacially commissioned aeries of five articles, Mun-ford, Land and Hawgood collaborate to describe their methods, drawing on their implementation experiences of the tachniqus. Last week article was incorrectly eacribed to Land alone. This weak thay will as

be approved by those who use it and work with it'

ried out in the context of the likely to be regarded as a very defined objectives or goals of an | Important goal by the personnel organisation. In a senee an or- manager and even more so by ganisation exists unly to achieve the trade union convenor, and some objective or set of objectives, expressed in the form of general statements such as "maximise profits" or "improve henlin care of the community.'

But an organisation is made up of inilividuals and groups who, in addition to working towards the urganisation's ninjectives, attempt to satisfy their own uspiratione. In general an organization will only func-tion effectively if a wide range of group and individual goals are allowed to he satisfied, some of which contribute directly to the global objectives (for example, the goal "avoid stock outs") and others only indirectly (for example, the gonl "Improve job

In practice, even when different groups within an organisntion agree un the range of objectives to be satisfied, there nre wide divergences between groups on the values to be put

perhaps rather less by, say, the marketing managar.

For a system to function effectively it is necessary for it to be epproved by those who use it und work with it or within it, and for the system to yiald net benefits in terms of organisational

We have developed an approach to systems dealgn which assesses the henefits of a change of system in terms of the satisfaction of the objectives of all groups affacted by the change as well as the global objectives of the organisation. In our approach the diagnos-

tlc tasks of the efficiency analysis, job satisfaction analysis and future contingency analysis, described in the last article nre closely associated with the tasks of setting guals, assessing benetits and choosing a design which the organisation will find

on the different gonls.

Having identified the groups

For example, the gonl or individuals who will be

affected by the proposed change of system, the design tesm has to list the goals which are considered relevant by the different

groups.
Many of these goals will have been revealed by the diagnostic techniques discusaed earlier. Others emerge as a part of the overall strategy of the organisa-

For example, one of the major objectives in looking for a new system in a bank was to improve the level of customer aervice in order to obtain a better level of

Efficiency malysis revealed among other things that; I. customers had to wait over ten minutes on average at peak times; and, 2. a eingle customer had to deal with an average of three different groups of people in the bank for the typical range of business he conducted.

Future analysis suggested that the banking market would become more competitive and that customer service was vital to the survival of the bank. Job satisfaction nnalysis revealed that the present method of dealing with customers was staff, who felt their jobs were valid, but the reduction in peak th customers.

On the basis of these analyses the deeign team could formulate operational targets for the new system. These included a reduction in peak time waiting to not more than five minutes, a system reorganisation based on customer groups, and if possible a system which would allow bank clerks more opportunity to relate to the customer. Of course there were many other goals related to other aspects of

Each interest group in allowed lo put a value against the set of goals. This "value" may be in the form of a numerical weight or in terms of a verbal assessment such as: "we think this goal is very important" or "we think this goal is not important." Different groups tend to put

different values to the different achieve the different goals.

goals. The organisation has to decide how important it is to In our example from the bank, out of the goals for the systems

the decision takers might have change.

staff, who felt their jobs were tedlous and gave them little time waiting was the most mined, the design group connectunity to communicate important, while the improved attempts to define alternate. systems or stretegies white job satisfaction goal could be might help to schieve the sacrificed if it proved difficult to

Under diffcrent circum-Some designs will go a kn wny towards achieving cent goals, but will fall to achiev stances - for example, if the future analysis had suggested others. And alternative dright will have different effects one. that it was going to become more and more difficult to recruit good bank staff - the different goals. Each design decision takers might have strategy is ranked in terms do reversed their valuation. cffeet on each goal. However, hest results are

Clearly the atrategies which achieved if an agreed value can further the most highly voled be attached to each of the goals goals are better for the our by a process of negotiation hetisution than strategies which co ween the intcrested partles. This not contribute to the schlese may result in certain comproment of these even if they is mises or trode-offs in terms of form very well in relation to be the operational goals. In return for attaching more weight to a job satisfaction gnal, the bank

The design strategy years the highest return in the employee group agreed to give n risation is the one chosen to the next stage of the process

This consists of a south tests of the sensitivityete negotiations, conflict still exists design to possible thear goal or goal values, order in available technologies? from the future analysis

Meet the Peterborough People

higher value to n departmental

reorganisation much desired hy

management. But if, after

It may be best for the final sys-

tem if the area of conflict is left





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LETTERS TO THE EDITOR

face to make them sultable as

with the typist before she can

the typing and editing prucess unlikely to understand the additional system management alds which are likely to he

useful in this environment. Even people who understand the

typing process on typewriters or

non-viden nuthmatic type-

writers also seem to have a gap

in their knowledge when it

comes to designing the central management alds which ought

to he available. These would

typically include document

copying, security copying of

discs, generation of job direc-

tories, nutumntic purging of out-of-date jobs and general romitting on the usage of kcybunrds, printers and utilisation

of discs, functions which are

essentiat for the efficient

management and operation of a

While not wishing to entar into the Lnmond/Booz Allen

controversy and not necesanrily

agreeing with the reasons attributed by Lnmond to Booz

Allen for their viaw that word processing and data processing should be kept apart, I would

like to put the view that it would-

be better in the short term future

urred to turn any

wheel printer".

minicomputer into a word pro-

cessor la an upper/lower caae

character set and moybe a daisy

Dr PAT COEN.

Development director

taxt processing operation.

'Better to keep apart word processing and DP'

THE article on the automated the screen than in the overage office by Fred Lamond (CW, business application use. A October 12) was a quite usefut special keyboard design for review of automated alds for people who work in offices. It would probably have been much

Special Rey board design for typing and text editing is also highly desimble.

One of the key elements in any more uneful to potential users and suppliers if it had been presented from a viewpoint of the interince provided. Many busineeds of office workers for information handling side rather too inflexible in their design and than listing examples of existing inadequate in their user inter-

hardware types. face to make them sultable as word processors. Even some of the view attributed to Booz the word processing products Allen and Hamilton "that word suffer from the obvious defect processing and data processing that they were designed by data should be kept separate," con- processing people, who had no tained eeveral very misleading understanding of how typists or statements that ahould not secretaries approach their work go unchallenged. Let me just in typing or editing. There are take up one of the more extreme several systems which tend to statements: "all that is required have a 10-20 question interview

> type the first useful character, wherens all she wants to do is the equivnient of getting a picce of A4 paper, letterhead or company form and start typing on it.
> There are several other differences relating to factors such as good structures for text files, lexible hundling of format controi and speed of system response required, which space will not allow us to illsenss herc. Naturally people designing

to turn any business minicomputer into a word processor is an upper/lower case character set and maybe a daisy-wheel printer". This is extremely mis-leading if Lamond had in mind the ordinary typist or secretnry as user of word processing. presume he had such a riser in mind and i feel sure that Booz

I conclude that Lamond has thought about the problem and amved at the wrong conclusion, or perhaps he has been taken in by some of the uninformed comment churned out of rather unprofessional hardware venlors, many of whom would like to have us believe that the Matement above is true and some of whom poseibly even believe it themselves. Statements such ae this often represent the triumph of the hope of the desperate product lloe manager over a proper requirementa of analyala and

I can assure Lamond that a avoid the damaga to be dona to great deal more is required to organisations who would baprovide an effective word processor for use in a general office high quality display is desirable for business applications, it is essential for word processing. In a heavy editing environment, where the maximum producwity gain can be expected, the typist spends a much higher proportion of her time looking at

Relational databases

REFER to your series on Relational Databases' written by Max Stewart (CW, October

part manager of Layland this highly successful project, but it was as technical partment of the Central Ragio Central Regional Council (Scotland) that has Stirling.

installed the operating software for one of the UK's first IBM by Max Stewart (CW, October 19) and respectfully wish to cortect the designation attributed stilele. Stewart in this introductory He is currently technical support to install and managed. He is currently technical sup-part manager technical sup-



today's look like hand cranked telephones

seven years from now will provide graphics facilities ss s matter of course. This is the view of Dick Cisyton, the Digital Equipment vicepresident in charge of microprocessor developments, smsli systems and terminsis.

come readily accapted by tar-

devices to outside firms on a large scale.

supply us with, like the LS1-11 chip set.

to DEC's plants in Europe, Clayton commented, "We cannot predict exactly what VDUs will be like in 1998, but they will make today's look like hand ersnked telephones. "In 18 months from now we

end 11/70.

will be introducing sn mproved version of our LSI-11 Talking to me during a visit microcomputer that will provide n terminal with as much 'Smart to buy from outside power as any of our PDP-11

ON DEC's position in semiconductor manufacturing, Clayton "With that sort of power the terminal will be able to handle stressed that DEC was not interested in becoming a supplier of all the graphica manipulation "We only build the devices that the rest of the industry cannot and the central computer will only be used to store graphice "But we buy in all our memory devices because there are so

machines, apsrt from the top

matrices and ship them down

accepted by terminal operators

with information in a form that will be far clearer and more eomprchensible than alphanumeric information by itself.

Clayton sees the continuing fall in the cost of processor power and mamory as creating a damand for more features at the same price rather than for cheaper products.

"With our VT100 video terminal, for example, we have increased reliability by using error correcting code in memory, even though this adds 20% to memory cost, and we have extended the amount of ROM by 20% to provide automatle set-up routines and automatic test during power

He also predicts that most VDUs will soon he 132 columns

Yesterday's branch office

many suppliers to choose from that it is smart to purchase from

outside. As far as 64K blt RAM devices are concerned, I think that

they will be too expensive for us to buy at least for another two



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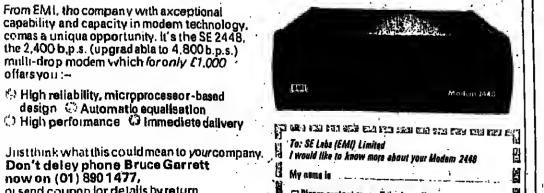
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1,000th customer for OS/3

THE 1,000th customer for a Univac OS/3 based system is London Brick of Bedford, which has installed a 90/30 to handle salsa,

The aystem features a 198K centrel processor with 68 Mbytes of

disc storage, and two UTS terminola with four VDUs ascir.

Praviously, London Brick used an NCR Century 200 system, but with the 90/30 it now plans to introduce a stock control system for ha manufacturing subsidiary, end en intograted accounting ayatem and purchase ordering system for itself.

Worldwide DS/3 selsa now total about 2,300 and these are valued

Plessey companies' worldwide interests, is fished by Plassay Telecommunications Limited managers as he tours Plassay's Cherley [Lance] factory which makes TXE4 telaptions and ipment for the Pest Diffice. Do the left is Huw Edwards, director of similarisation, and on the right Alan Stokes, the Chorley site's general manager. Pitcher previously held several senior positions with the Sperry Rend Corp. Including managing director of Usivao UK and was also managing director of Usivao UK and was also managing director.

Here its sess hand wire wrepping of as sachengs rack.

Automated Office seminar

"Towards the Automoted Office terminals, facsimile, micro--- the First Steps" is to be pre- graphics, and communications sented by Information Studies systems. Ltd in London on November 29-

It will look at ways in which Yankee Group and Brucs automation is airsady being Hosenyager from Citibank will

A CONFERENCE entitled of word processing, comput

Howard Andsrson from the

Read between the lines.

Then cut along the dotted line.

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BCS SPECIALIST GROUPS — LIVING WITH COMPUTING

The British Computer Boclety's specialist groups are organising a conference in London from Jenuery 4 to 6, called BCS 79, Living with Computing. In this series of erticles,

abled members of our community, and for this reason the pecialist Group for the Disbled was set up by the British Computer Society at the request of some disabled programictivities relating to computing and the disabled.
The group's main objectives given the chance activities relating to computing and the disabled.

 To bring to the attention of the severcly disabled the potential opportunities that exist for employment in com-

To bring to the sttention of the public, including employers, the resources and talents to be found among the saversly disabled;

 To help the disabled practitioners integrate themselves

The group has worked closely with government and educational bodies to develop optitude testing that does not penelise people with physical

end their BCS 79 plene ere described. This week the focus is on the Specialist Group for the Disebled, in a contribution from the Disabled have

much to offer-

training courses have been

held under the training service

agency Tops scheme and

proved to be extremely suc-

ceastil - so much so that a

third course is now in the

diaabled troinees (and also for those disabled who ere prac-

tlaing professionsis) is a very

complex task. This is due to

their location in the country

and their different disabilities

(le, anyone in a wheelchair

needs a computer installation

on the ground floor, or a

building with lifts. Someone

The finding of jobs for the

group's cheirman, Darak Nicholson, who is menaging diractor of Emphetic Computer Services (Stoke Mendeville) Ltd, of Ayler.

that he could employ disabled

The survey dld show that many employers could not visualisc how certain disabilitles could cope with com-puting (ic. bilnd, spanic, spenking and writing difficulties). The group is alming to educate people in these mat-ters, because when they know how the difficulties are overcome, they may change their milinds and more job opportun-ities could become sysilable to the severely disabled.

For BCS 79, the disabled group will, on the afternoon of January 5, present "Computer for the Disabled - the Disabled for Computing." The chair treasurer, Dr Adrisn Stokes

The programme will include a talk by Dr Willsms, of the Post Office, entitled Viewden for the disabled. The talk will ahow how the development viewdete could benefit the di abled, by providing informs tion direct to their hame and offering the ability to order or send messages at a touch of a

br Chris Evans from the National Physical Laboratory will be talking and demonstruting Mavis, a computer terminal for the disabled The terminal is really worthering Mnrk Jenkins, a consultant with Lungion information Systems will give the remo why "Higher educations computing for the dissort cun be it henefit to them.

D. Croisdale, from the Ca Service College, will press tulk on Cumpulerised Britte describing the contribution computers are making in the production of Braille reading unterial, and speculating of future develop On the Sniurday, January

the group will be taking partia the Open Day Exhibition. Visitors will discover that the disubled have a lot looks in computing, given the

Weekly for setting them in the road to auccess on two accounts. In 1976 and 1977, Computer Weekly donoted the proceads of its Anniversary Balls to the group for the funding of, firstly o Nationol Employers Survey, to find those employers who would be willing to employ severely dissbled computer professionals and ascertoin the facilities svallable; and then towards

would need a special terminal).

Disabled thanks Computer

The Specialist Group for the

ths development and launching of the "Mate" terminal being developed by n smell research team nt the Essex University computing cen-

The Specialist Group for the Disabled is trying to offer all severely disabled the opportunity to undertake a wor-thwhile coreer. Getting this offer to the disabled is another matter. We would like to see all BCS branches appointing someone within their branch to be reaponsible for the disnbled in their oren, and go out and find them. Many branches me doing this already and helping them townrds their goal.

At present there are two branches of tha. Specialist Group for the Disabled in London and Manchester. it is hoped that a third will be

aunched in Wales soon. Others are seen on the horizon. The survey results are now on file and reody for use. It con, of course, be updated if any employer not on file balleves

Spare parts ordering system should put Leyland in the lead undartaken by the spare purification. Although the distriction is one of four making up to the spare purification of the s

ring system ia to start liva operation of Leyland Vahicles Vehicles, it has sole rein vithin the next five weeks. Tho albility for its own DP. The division has only had to own in-house computer sites since January. Until this is relied on heart, until the insystam is dasigned to enaura hat any broken down Layland bus or truck is restored to roodsince January. Officer 12 relied on bureau sarvice 13 relied on bureau sarvice 13 roll 48 is used for slocker 370/148 is used for slocker order processing online seek worthingss within 24 hours, and should give Leyland an edge over all its UK rivals in this including the 40 currenty to by the distributors for sook!

Tha system was first demonstrated to distributors at last order inquiries. Leyland received com month's Motor Show In Birmingham, where it attracted favourable attention, it will oparata via IBM 2741 terminals situated at the pramises of 40 distributors throughout the UK and Continental Europe, and connected to an IBM 370/148 at. reston, Lancashire,

Whan a bus or truck breeks down, the distributor concerned will be abla to transmit an order immediately to the main computer centre. This is done interactively, to allow the distributor to make altarnativo daoisiona if, or axample, a certain port is out

confirmation is transmitted improva still furial villed back down the line. Within an the tarminals the transmitted picked from the warehouse and prepared for immediate determination the customer.

This new system is only part of training the modern of an ambitious DP programme.

help with the software help with the softwar he Cincom. The company he with the conversion test bureau to an in-house and has supplied being the last total database has socrates report and entire tem, and the environ like tem, and the environ like tem, and the environ like tem. processing monitor in future, the number of tributor terminals with the process of the process o tributor terminals be increased, to 80 years and about 100 and of 1979. The stributor abla to-the

spatch to the customer. road orders.
This new system is only part of many of an ambitious DP programme placeting land.

HP calculator helps plan hospital patients' feeds

If happens quite often in hospital that a patient is not able to take fluids, salts, and nurrients by mouth. this set of circumstances can arise when a patient has recently had an abdominal operation, in which a portion of the bowel had to be removed and the remaining ends of the howel needed to be joined up. After any serious surgical operation, the untritional needs of the hody are increased both with regard to protein and esfories. Even in a non-surgical patient, sometimes it is not possible to feed by month, and feeding via a vein has to be carried out.

this proved to be a disadvantage

In intravenous nutrition,

although the "food" prepare-

tions available are too many to

be kept easily in the head or the

pocket of the doctor, the number

used is likely to be less thon 30.

Items ere important to the doc-

tor: Calorles, protein (as grams

and fluid. The prescriber is faced

with two stages of decision-

making: determining the

requirements of the patient, the

type and amount of fluid he uses

two programs, one for require-

ments and one for intoke, and

the available solutions are

stored as dutn on magnetic strips

similar to those used to input the

program. (Solutions used are

already made up in certain

volumes, le sizes of container.)

Requirements. To errive at

these, the program is provided

with the record number of the

patlent, followed by his highest

temperature and weight from

the previous day. From a table of

clinical circumstances varying

rom the uncomplicated patient

to one with very serious burns, o

clinical type is chosen and a code

The sodium and potassium

losses of the patient muy be cal-

culated beforehand and fed in.

or calculated by the program

from formulac using blond

The program measures the

fluid requirements of the

patient, and allowances are

made for excess losses due to

high fever, if present. Following

that calculation the require-

ments of calorles, grams of

nitrogen, sodlam, rotusskom und

volume of fluid are printed out.

Intake. When requirements

have been determined, the in-

take program la used. The

passage of this through the cord

reader preserves the regulre-

ments duta. Data on avollobic

solutions is fed in, and solutions

and their volumes are chosen by

the operator. Then the programs subtrocts the amounts of the

nutrients in the chosen solution

At this stage, the operator con

reject or uccept his choice. If ha

rejects, then the requirements

registers return in their pravious

values, but If he accepts, the

solution coda, volume, minimal

administration rate and cost are

The ratios of fat calories to

total calories and the total

calorles to grams of nitrogen are

the requirements are almost

met. An opportunity to reverse

This process is rapeated until

calculated and printed.

from the requirements totals.

in the HP 97 IV PAK, there are

to meet these totals.

nitrogen), sodium, potassium

In the broadest of terms, five

of that system.

vades according to the condidatabase was very large, and tion of the patient, and although the ponciples are quite streightforward, there ore reasons why any aidsthat can be provided are velcomed by the doctor.

To solve this problem, a programmable esiculator, a Hew-lett Packsrd (HP) 97 has been used Previously (CW, July 10, 1975) we have described the use of sn HP 65 in easing the work

NEWS IN BRIEF

UK looks to Japan

BRITAIN'S failure to exploit research profitably in industry means that we must now start to import technology under licence from Japan, sccording to a report from the House of Commons Committee on Science and Technology. The Committee recommends to expedite this an Increase in the scientific staff of the embassy at Tokyo; subsidies for British technologists to study in Japan; and the establishment ol courses in Japanese,

Compensation

THE fall in the US dollar agoinst the yen has meant that Univac's minority-owned Japanese joint renture, Okl Univac Kaisha has unw agreed to compensate Univac for the adverse effect by educing the transfer prices of hardware supplied by OUK for sale in other countries.

First PPS

THE first Honeywell Page Printing System to be jostalled in the UK is now running at EMI's computer cenfre at Hayes, Middlesex, where it is being integrated with Honeywell Level 66 msinframes. The PPS, valued at £160,000, will be used to print customer invoices and statements, managament reports and lost ruction manuals. It runs at up to 18,000 lpm.

Banking package

A BANKING software package with modules for dealing with foreign exchange, commercial loans, Eurobonds and variable lerm accounting has been intro-duced by CMG (City of London) Ltd. The complete package also includes general ledgar and management reporting modules and costs 675,000. Modules can also be supplied individually for prices that include £15,000 for he Eurobond module. The Italian International Bank is the

one's original decision to accept

Hewlett-Packard 97 which accepts

The amount of nutrients load of a dictition. Here the is given. At the end of the exerelse the subtracted solutions are deleted, and the prescription cnn

Pocket-sized Solution to the Dietitien's Work Load, Compute Weekly 1975, July 10. M. J. Goggir and D. Lawrence.



Computer-controlled intravenous therapy his been described previously, but the use of the calculator gives the advantage of having no revenue consequences, which is of much appeal to purchasing departments of public services.

The calculator also has the very obvious advantage of portebility, since it can be run from rechargeable batteries as well as

Dr Micheal Goggin



New technology

distribution, and production control applications.

nel Labour Organisation to diseminete information on national experience in this field, and to start working out internationally acceptable guidelines, involving governments, unions and employers, for the introduction of computer-related sys-

Delegates from over 22 unions in 13 countries attended the onference and a UK delegste, David Cockroft of APEX, noted that the UK lagged behind other trade unions in Europe in tackling the impact of computerisation. In Norway, for example, there is agreement for collective consultation on the Introduction of new technology, such as that recently called for by the Employment Minister Albert rental outlets.

Austria and Sweden there are large scale training programs on the impact of the technology for

The conference also called for conaultation between trade unions and systems manufacturers on pofenflal health problema associated with VDUs, as well as recommending that VDU users should be offered regular eye checks and rest periods by employers.

\$4.5m contract

AVIS hns awarded Harris Corp a \$4.5 million contract to develop computer ferminals designed to meet the specific needs of car

"Computer Weekly", "Deta Processing" and "Systems international" present

Britain's major peripherals and systems exhibition Olympia, London, December 5, 6 and 7

10 am to 6 pm (closing at 4.30 pm on the last day)

Elbit Data Systema

Now in its olghib year, Compac is biggar peripharata, small business systems and then ever in its new venue and leatures mini and microcomputere. Here are

a wida choice of computer some of the 200 axhibitors;

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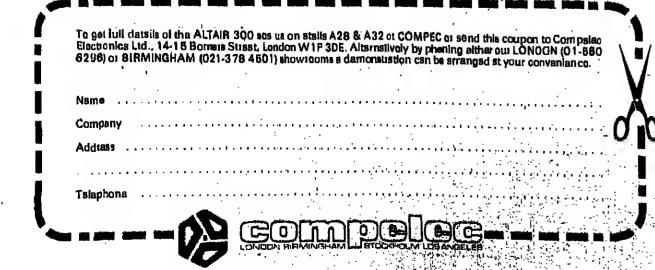
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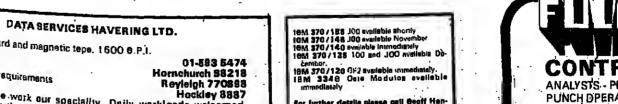
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RELATIONAL DATABASES

Implementing a system of fourth normal form files

system of fourth normal form files will be discussed. Remember that until now we have been concerned almost entirely with producing a logically sound file structure. This structure has two possible deficiencies in practice: First, it takes no occount of the applications which will use it; and, second, access and update performance may be unacceptable. This is determined partly by the file handiing or database management system to be used.

Database management systems can be divided into three main types: hierarchical, such as IMS; Codasyl set-structure, as IDMS or SIBAS; and relational, such as ADABAS and INQUIRE...

Neither of the relational systems mentioned is a full relotional database manngement system, but both are blased towards posing complex queries against a logically related collection of slample files. Many experimental relational database management systems are extant. One of the best known in the UK is IBM's PRTV which was developed at its scientific centre at Peterlee. IBM Peterlee has also produced IPS which provides local government plunners with powerful data manipulation capabilities similar in concept to those of PRTV. The relational approach is being pursued with great zeal in the US with at least five semi-relational commercial systems (Model 204, RAMIS, Data-com DB, ADABAS and INQUIRE), and the odd full-blown reintional database management system (MAGNUM).
Perlups the most significant relational datobase implementa-

tion is IBM's System R. This system is atill experimental but is a cornerstone of IBM's large aystem architecture for the 1980s. We shall return to this theme later,

Fourth Normal Form Implementation. When FNF files have been constructed, they must be physically maintained by a conventional file handling system or by one of the three types of

Conventional files or relational DBMS, Holding all files in fourth normal form in a conventional file system or in a database which is maintained by a relational DBMS is an ideal which for efficiency reasons is not niways attained.

A file with records containing repenting groups is not in fourth normal form. It may, however, be more officient to access one file with a repeating group rather than the two or more correspon-Several opposing factors determine whether It is more efficient

to use two simple (unstructured) files or a single file with a repeating group.

• If the file management ayatem or DBMS aupports data

compression, calculating the position of the n'th occurrence of a

repeating group takes a disproportionately large amount of time if "n" is large.

Random retneval of records from two files may take at least

twice as much elapsed time as for one file if the records are not already in the buffer pool from a previous retrieval of each block and if multiple read requests cannot be overlapped significantly. The degree to which read requests can be overlapped depends partly upon the hardware configuration. Maximum overlap is achievable when each file is on a seperate disc pack feeding a separate channel through a separate controller.

Issuing a retrieval command against a key in a repeating group (If the system supports this) will return the qualifying records but not usually the qualifying group occurrence numbers. It may subsequently be necessary to read each group occurrence in a qualifying record to find those which satisfied the

File characteristics and use. Any guideline is bound to be violated by unusuol applications. With this in mind, the file or database designer should try to answer the following questions: Will FNF files substantially ease any addition, update or deletion problems (see Part 4)?

Will a query language be used for ad hoc queries by non-programmers? If so, the files to be interrogated ahould not have records with repeating groups unless fields from a group and fields from outside a group need to be retrieved together. Non-programmers should find output from simple linear files easier to understand because of its tabular nature.

Will there be many occurrences in a repeating group? If so, assess the CPU time overhead, especially if the group has a large number of fields. Note that the number of occurrences may be limited by the disc track size (IBM's indexed sequential access method, for example, supports variable length records but not

Will files usually be acceased alone, or in combination? if they will usually be accessed alone, consider the diac space overhead in holding any cross-indexes. If they will usually be accessed in combination, consider the I/O and CPU time overhead in using the cross-index mechanism, particularly for update runs.

Procedure for combining files. The designer should now have some knowledge of the advantages and disadventages of combining his files. Some compromise is necessary in practice because different processes may use the files in different ways and in different combinations. A process may be a suite, a program, or port of a program. Programs comprise the same process if they use the same files in broadly similar ways (eg read,



Part 5 of the series by Max Stewart

in this the fitth peri al Mr. Blawart's series on the devilopment and use of relational databeses, he discusses the prosend cone of implementings system of fourth normal form files. Stawart is divisional securical support menager for Lylend Vahicles.

A weighting should be assigned to cuch process. This weighting takes into account the response time needed by the programfar access to the database or file system, the amount of processing done in one run, and the frequency of runs. An online transaction processing program will usually have top weighting.

The files used by each process should then be listed against the

weighting of that process. Files ure then combined if it is ndvantageous to do so. Conflicting combinations are resolved using the process weightings.

If a particular file is not used by any application, it should be deleted. Such a deletion may occur when there is mare than one relationship between two data items but only one of these elationships is used by the processes.

Files can be combined in several ways. The recommended way is to make records from one file repeating group members in another file. Sec the following example.

Procesa	Weight	File used
TP progrem	9	1.2.3
Frequent betch program	5	
Small year end program	1	3,4,5 1,4

Notes: File 2 can be made into repeating groups in File i. File4 can be made into repeating groups in File I. Files I and 3 are updated by the TP program, and File I by the year-end program The year-end program does random queries on Flies | and 4 together and also updates File 4. The frequent batch program does random querics on Files 3, 4 and 5. File 5 could be mediate repeating groups in file 4 except for the fect that the numberal group occurrences may exceed an implementation limit.

Result: File 2 is made into repeating groups in File i to speedup access for the TP program. File 4 is not combined with File 10 help the year-end program because longer records would have be retrieved for the TP program and the records may thus ye more than one block. Files 1 and 4 are not cross-indexed to the year-end program because the TP program would be said down when updating File 1 by the frequent alterations we: cross-index tables. Lack of cross-indexing degrades the rensspeed on Files I and 4 together for the low-weighting years

Part 6 will examine mechanisms to relate files in both come tional file systems and in relational database management

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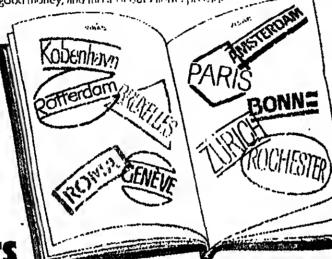
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It is essential that candidates should have at least 12 months programming experience. Treining will be givon in RPG II. The ebility to communicate is an obvious caset. Company bonofits include e subaidised steff resteurent, profit ehering, e compnny car echeme and relocation essistence if toquired. Ref: 750/CW/Marian Tabone.

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Please le le phone 021-822 3838 for en application form el eny time, or ricase rereptione ust-oas 3030 for en application form et eny ume, o send full personel and cereer details to John L. Overlon, F.C.A., OVERTON MANAGEMENT SELECTION LIMITED, Moneco House, Bristol Street, Birminghem, BS 7AS quoling reference 2/1108.C.W. Applications are welcomed from men and women.

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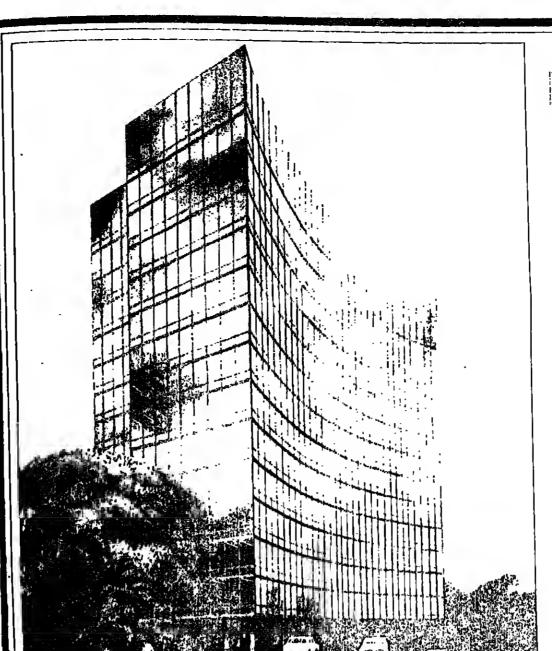
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R-R now set to cash in on TriStar

ROLLS-ROYCE and Lockheed, whose parenership was pushed into the background by last week's Boeing deal, could soon be monopolising the head-lines again with their own multi-million pound doal.

Analysts&fogrammers

£1,300m 3-NATION **ORDER FOR 165** MORE TORNADOES

By Air Care E. M. DONALDSON, Air Correspondent A Norder worth £1,300 million for 165

more Tornado multi-role strike aircraft is to be signed by the Governments of Britain, Germany, and Italy.

This will bring total orders from the three countries to more than 500 aircraft, now worth

Big order for **Olympus** power

R-R A Boeing and Rolls-Royce Farnborough coup

FOR the last four or five Farnboroughs most airliner debate has been about replacing 3,000-odd short-haul twin lets. In an eve-of-show coup which surprised even themselves. Boeing and Rolls-Royce-with the support of Europe's biggest short-hauter, British Airways-gave the first answer: the Boeing 757 with RB.211-535s, Not Jet. Science Editor ATMR, X-Eleven, A200, ASMR, Mer-

Whatever the balance the card has been played least the British came clea They did not, in order to ge Airbus bed, falsely conceal were bespoken to Boeing.

We must now look to accentuating the positive apart, the positives are: Aerospace the company reu

Cabinet gives approval for Boeing airliner fleet deal

Government permission for British Airways to buy about 21 American Boeing 757 airliners. powered by a new version of the Rolls-Royce RB211 engine is expected to be announced today.

'Vital boost' to future of Rolls-Royce

It's all systems to at Rolls-Royce

The success of Rolls-Royce must make good reading for anyone with professional, technical or specialist skills. It is the outcome of technical innovation, design and manufacturing excellence, plus adherence to high standards in every sphere of operation, backed by aggressive sales and marketing.

For the computer specialist the impact of all this is perhaps

more subtle. It clearly requires a much increased emphasis on computer based design, control and information systems in order to mount the highly complex design and manufacturing programmes needed to power the aircraft, ships and plant of tomorrow. But less obviously it also creates that all important buoyant climate where new thinking and projects can thrive in a well motivated atmosphere.

In short, it represents what must be one of the largest and most promising range of DP opportunities offered for some time. To Programmers and Analysts of various specialisations and levels of experience it is the chance to join a thriving company and work in a sophisticated environment backed by technical resources and personal development programmes respected world-wide.

Opportunitles occur in most Aero Division locations which include Bristol, Coventry, Derby, Glasgow, Watford and at Industrial and Marine Division, Ansty, near Coventry. Installations and control software are as follows:-

Bristol IBM 370/168 & 158's, CDCCYBER 74, DEC 10; MVS, IMS Coventry IBM 370/138; SVS, ClCS.

Derby IBM 3033, IBM 370/168's; MVS, TSO, IMS.

Glasgow IBM 370/145; SVS, ROSCOE. Watford IBM 370/138; DOS/VS, CICS. Ansty COUPLED ICL 1900's.

Now consider where you could use your talents to the best advantage.

Manufacturing & **Business Systems** Manufacturing

In this area you could be working on systems dealing with bill of materials, order capture, materials requirements planning, shop scheduling, process planning, inventory control, stock control, tool scheduling and their procurement and stock control, quality and non-conformance. Or you might be concerned with the advanced fields of compuler aided production engineering and manufacture. Project teams are also expanding our purpose-built Material Requirements Planning systems into new areas. Others are developing our range of on-line facilities, currently covering functions as diverse as purchasing and shop control.

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This area is concerned with providing customers with a service that matches the design excellence of the engine in accuracy and reliability. Its major effort is to give our customers an on-line interactive service to supply spares and within this system, to ensure that the service is backed by good forward planning and procurement.

Systems are also being developed for improving the monitoring of engine performance in service, and to provide customers with data for more efficient engine hundling. Computer control is also being used in the production of maintenance and overhaul manuals and other technical literature.

Finance and **Personnel Administration**

The accounting systems already mounted in both cost and financial accounting areas are being continually enhanced and integrated with other fundamental area systems. The field of Production Costing, for example, where advanced work-inprogress systems, and new procedures for paying our suppliers are being installed or developed. We are also looking at plans for accounting systems for aero engine development work, sales and marketing and factory operating statements.

Developing systems for manpower requirement planning, the control of all phases of recruitment and training and the administration of complex wages and salary structures are the key areas in Personnel Administration. The analysis environment is one of close co-operation with users in order to mount on-line Interactive systems. A knowledge of data base systems is clearly useful together with an appreciation of the human factors and industrial relation problems involved.

Engineering Systems

In engineering, the major thrust in the scientific use of computers is to generally enhance the design function (CAD) and to establish mechanised alds for the draughting stage through to manufacture (CAD/CAM). The control of build and test of development engines and analysis of test results is

inrough to manufacture (CAD/CAM). The control of build and test of development engines and analysis of test results is another area where systems are being further developed. The major effort with engineering business systems is to record and control the configuration and specification of the gas turbine engine so that designers and development engineers can improve and speed up the design/development process. The behaviour of these engines once in service is monitored and analysed by systems in support of our design engineers in their analysed by systems in support of our design engineers in their maintained.

Analysts and programmers in work on scientific applications must be medically mathematical or scientific backgrounds what puting experience.

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Many of our applications mes now operate off data bases accessed by bolhood note terminal networks. Our on-line applicationsyst being developed so that the daily transaction volumeen teased five-fold over the next two years—to the level of transactions.

This specialist area require fledge of all aspects of IMS/IDLI data base designs the nance, IMS systems management, and transaction in systems design.

Application ogramming

The main focus of cump lare development in Aero Division is directed at using the major business systems, and for some time now Talk a used extensively for find the some time now Talk as a programming tool. Industrial and Marine Divisions a equivalent development strategy. PL/I, Cobolarian the main languages.

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First class training and promotion opportunities, relocation expenses and free life and health insurance. Contact: Anily Wright

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Our client, one of the largest software houses in Europe, wishes to recruit nu Analyst/Programmer to work on the development of accounting/financial

Applicants should have at least two years experience as a programmer using high level languages followed by a year involved in the design of applications or packages. Ability to liaise with clients/users would be a positive asset, Excellent salaries in a professional environment. Generous fringe benefits including a bonus. Contact: Jim Baker

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For further infurmation on any of the above vacancies please contact the appropriate consultant.

if your qualifications do not match the above positions but you are seeking other opportunities picase contact us anyway.

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INTERACTIVE COMPUTING **Rutherford Laboratory**

The Engineering Board of the Science Research Council is setting up a notional interactive Computing Facility. Based on a network with mojor nodes at Chilton, Edinburgh and Monchester, the computing equipment includes a lwin-processor iBM 360/195, two DEC 10's, a Prime 400, a GEC 4070, a lit FR80 colour microtilm recorder and numerous other computers and peripheral devices. Several more multi-user mints will be purchased this year and

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Hertfordshire c. £7.000

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with 3 years COBOL experience in a DOS environment. Some ASSEMBLER would be additional advantage.

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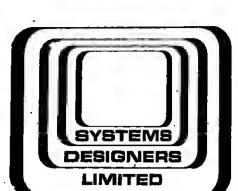
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RW 47/4

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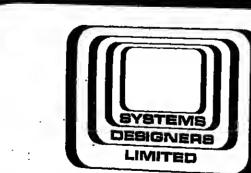
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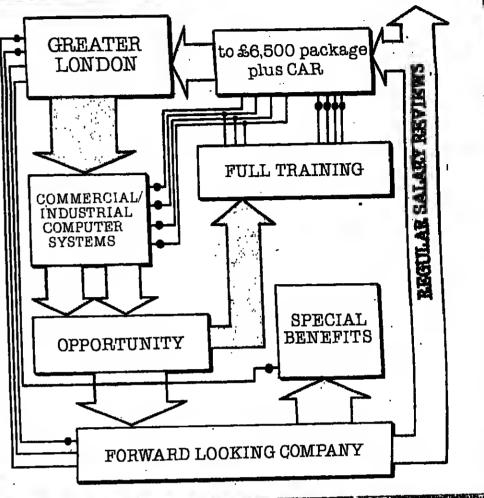
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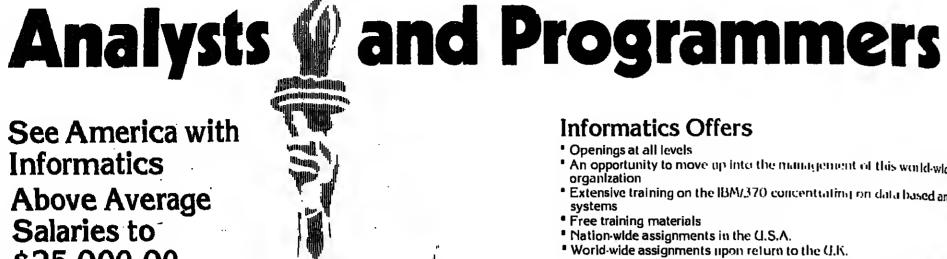
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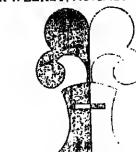
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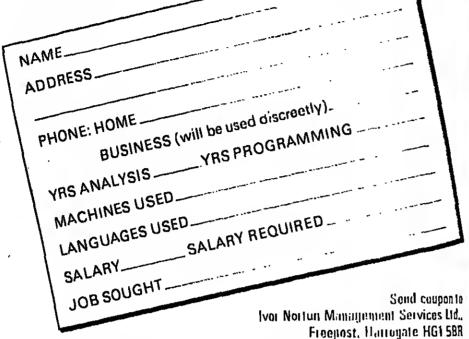
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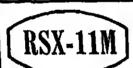
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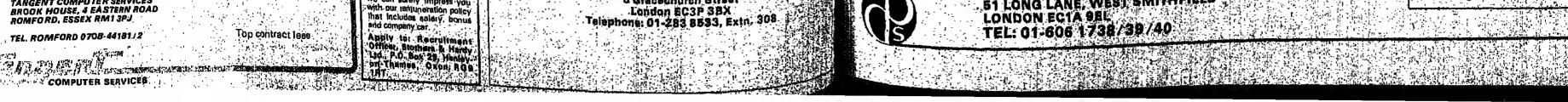
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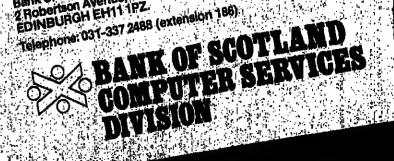
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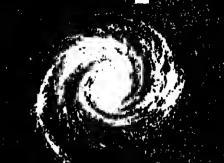
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COMPUTER WEEKLY, November 23, 1978

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not necessarily refer to someone within a buying department, but rather to any person who buys (ie,

"buyer" in this column. As for es I emconcerned it does prevelling message. The selesman should view this kind of buyer with the calm detachment of n bystander makes the decision to and avoid any possibility of direct involvement in the Buyers and salesmen not

only exist at all levels of age, source of aggression. Why should the buyer be experience and aeniority. aggressive, even angry? Maybe the salesman ettiludes. If a satisfactory offended him? So, he should esk and apologise in adongoing business relationship is to exist between vance. That usually results these two parties, then It in an immediate modificamust be a well balenced in- tion of attitude,

teraction. It is therefore the THE DISORGANISED BUYER

Judging the best tlime to coll is usually the most effective way of handling this type of buyer. First thing in the morning is the becomes dominant he will best time, before he gets be regarded as insensitive to immersed in the problems of the buyer's needs; if he does the day, or in the evening not exhibit duc deference to after the telephone stops

any gap in age status or ringing.
experience between the From the selling angle the buyer and himself he may salesman needs to take whatever steps are This type of situation is necessary to hold constantly the buyer's attention. Summarise step by Here are a few samples of step and trial "close" at buyer attitudes, must of every stage of the negotiawhich I nm sure you will lion. Written confirmation recognise, with some brief of all items agreed is essen-

Perhaps you will consider THE AUTOMATIC BUYER your nwn methods for han-

As with the "aggressive" dling the following chabuyer, a calm deinchment is essential. A totalitarian typically despises subdominance as much as he I don't mean the classic hates opposition. Therefore Something just cropped the salesman is obliged to up, I can only spare you 50 show respect for the buyer's microseconds", in that case status, but at the same time the salesman should just handle all the questions that make another appointment contront him with con-

and get out. No, I mean the fidence and authority. The biggest mistake the buyer who is prepared to hear the whole story, but he salesmun can make with has too much else un lils tills kind of buyer is to pick mlud - telephones con- a fight or attempt to

stantly ringing, heads embarruss him. around the door, and so on. THE 'KNOW-ALL' This aituatiun must be kept brief and simple. It is

also a good idea for the Controdiction is an salesman to let it be known nthem a to this charocter. that he is sympathatic One sure way to lose the towarda the buyer's busy business is to tell him he is wrong. On the other hond, l quently condense his pre- beliave it is the salesman's sentation and quickly get to responsibility to provide tha meana whereby the arrogant buyer informs himself of his own ignorance. "I'm A good relationship between the salesman and the buyer is conduciva to good businasa, but one that is too

familiar becomes an Above all, the salesman must know his product and Two approaches that can be well prepared for such a add discipline to this situa- meeting. Hie presentation tion are a constant aware should be planned and ness of the need to keep the fluent. He conversation on the busi- varbosity and liaten ness topic and also using the carefully, making notes "trial close" at every oppor- where pertinent. All followtunity as a conetant up action, either written or reminder of the seleman's verbal, should be precise.

TRADER

THE HESITANT BUYER

primary intention.

situation and will consa-

THE MATEY BUYER

This type of buyer is usually both indecisive and insecure, which means he needs help without patronbeing arowned in

chauvinism. The salesman should make his points simply and clearly by declaring the ad-yantages and benefits directly related to the buyer, in an uncluttered manner, omitting all peripheral and 942 + 942 + 942 = 1 intangible claims 4 1413

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